

ABSTRACT

ANALYSIS OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEMS IN PT DUNIA BOGA INDOENSIA REFERRING TO ITIL V3 DOMAIN SERVICE DESIGN

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Information technology is the design, implementation, development, support and management of computer-based information systems, especially hardware or software. Information technology is used for information management which is currently an important part because of the increase in information that changes or increases every time and is very useful for organizations or companies. PT Dunia Boga Indonesia, which also requires IT service management to maximize IT according to user wishes and be able to provide value to the company. This study uses the Infrastructure Technology Information Library (ITIL) Version 3 framework which refers to Service Design. PT Dunia Boga Indonesia implements IT service management to solve service quality problems. The research begins with problem identification, data analysis and solutions to the research undertaken. With the methods used such as interviews and observations, so that researchers get the results of the methods to be analyzed and get results that can be applied by the company.

Keywords: ITIL Version 3, IT Service Management, Analysis