

ABSTRACT

Technology service management is very influential to provide benefits for the company and help companies in realizing a common strategic goal. The Bandung Communication and Information Agency (DISKOMINFO) plays a role in carrying out some local government affairs in the fields of communication, informatics and public relations based on the principle of autonomy and assistance. As one of the information in the City of Bandung and in order to get maximum results in business services and IT services at the Bandung City Communication and Information Agency (DISKOMINFO), analysis and design are needed by applying ITIL version 3 as a framework to maintain and optimize IT service management at the Bandung City Communication and Information Agency (DISKOMINFO), so as to reduce the impact and risks that will occur. The method that will be used for the implementation of this research process begins with conducting literature studies, interviews and filling out questionnaires which are used to analyze and assess the level of company capabilities based on ITIL version 3. Furthermore, design will be carried out on the aspects of people, process and technology to complete the results of the capability assessment based on the ITIL framework version 3.

Keywords: Service Management, Service Operation, Access Management, ITIL version 3.