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ANALYSIS AND DESIGN OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT PROBLEM MANAGEMENT PROCESS IN BANDUNG CITY DISKOMINFO USING ITIL VERSION 3

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Information technology refers to the process of designing, implementing, developing, supporting, and managing computer-based information systems, particularly hardware and software. The importance of information technology in current information management cannot be ignored due to the constantly changing growth and increasing volume of information, which holds significant value for organizations or companies. In this context, the Bandung City DISKOMINFO (Information and Communication Office) has a need to implement IT service management in order to optimize information technology according to user needs and provide added value to the company. This research utilizes the Infrastructure Technology Information Library (ITIL) Version 3 framework, specifically focusing on the Service Operation domain with an emphasis on the subdomain of Problem Management. The Bandung City DISKOMINFO implements IT service management as a solution to address service quality issues. This research begins with problem identification, data analysis, and the formulation of recommendations based on the conducted research. The research methodology involves interviews, which provide relevant results to be analyzed and implemented by the company.

Keywords: Information Technology, Service Management, ITIL Version 3