ABSTRACT

Telkom Surabaya Institute of Technology is one of the tertiary institutions under the auspices of the Telkom Education Foundation (YPT) and uses an E-Learning learning service information system. E-Learning is a learning information system for students and lecturers. Currently there are not a few problems or obstacles that occur in operational services on E-Learning. Some of the problems are based on the perspective of students as E-Learning users, including sometimes when the website logs in a pop up appears if it has already logged in even though the user is not currently logged in, then some students do not know there is a communication line between students and administrators (PUTI) if problems occur with E - Learning, then sometimes the server is down or E-Learning cannot be accessed. Therefore the output of this research is implementing the Information Technology Infrastructure Library (ITIL) V3 with domain service operations for managing E-Learning operational services in the form of service improvement recommendations. In addition, this research uses quantitative methods with descriptive statistical analysis. Based on the results of the research, it was found that the results of the subdomains of event management, incident management, request fulfillment, and problem management had not reached the tendency for respondents' answers to be said "Yes" or less than 50% of operational E-Learning services. Therefore, suggestions for improvement are needed and the results of this study are recommendations for improvements based on the results of the analysis and ITIL V3 service operation domain.

Keywords: ITIL V3, Service Operation, Descriptive Statistics, E-Learning