ABSTRACT

RSUD Dr. Soetomo is a regional hospital that operates Information Technology (IT) services in its business processes. This hospital has implemented IT services to support its operations. IT utilization can support RSUD Dr. Soetomo in improving the quality of service to patients. In purchasing drugs at this hospital, the Hospital Information Management System (SIMRS) application has been implemented. The pharmaceutical installation at the hospital is a unit led by pharmacists as a business process for organizing drug buying and selling activities. In this system, there is a problem of service delays or response time which makes the business process in pharmacy unable to run optimally, this causes the process of receiving drugs to patients to be late which results in overflowing queues. Evaluation of information technology is currently very necessary, because information technology (IT) has a role that can affect the performance of a company or agency and can also affect the quality of service to IT. The suitability of the information technology applied must meet the objectives of the organization or institution. Therefore, IT services can be as expected, an analysis related to Information Technology Service Management (ITSM) is needed because this method has IT system management centered on the perspective of IT service consumers on the company's business. This research has the aim of knowing the level of maturity of an information technology service, there is one suitable framework is ITIL. This framework focuses on assessing information technology services. In this study using the Information Technology Infrastructure Library (ITIL) framework with the aim of measuring the extent of the quality of services provided. In the ITIL V3 framework there are 5 domains, one of which is Service operation which functions as coordinating and carrying out processes that provide and manage services at an agreed level from both the customer and business user sides. This research applies quantitative methods with data collection by questionnaire as research material. This research uses the ITIL maturity model and self-assessment which consists of 5 maturity levels, namely, level 1 (Pre-requisites), level 1.5 (Management Intent), level 2 (Process Capability), level 2.5 (Internal Integration), level 3 (Product), level 3.5 (Quality Control), level 4 (Management Information), level 4.5 (External Integration), and level 5 (User Interface). There are Maturity Level tools that aim to determine or measure maturity in agency IT management. Maturity level will refer to the level of capability and maturity in an organization by implementing and managing certain business practices or processes. The recommendation from this research is

the maturity level of IT services derived from expert respondents and users. This measurement will produce a recommendation document and service maturity based on ITIL V3. The results of this study are the maturity level of the site service desk level 2: Process Capability, site incident management level 4: Management Information, and site problem management Level 3.5: Quality Control. SIMRS service satisfaction of the pharmacy module based on the questionnaire amounted to 125 points or 69%, the ideal score lies in a good position. This study also produces related evidence based on the results of interviews and recommendations from the results of the ITIL self-assessment maturity level questionnaire analysis.