ABSTRACT

In the current digital era, the implementation of Information Technology (IT) provides significant benefits and impacts on business operations, particularly in the provision of IT services for both private organizations and government entities. The provision of IT services is also a key focus of the Communication and Information Technology Office (Diskominfo) of Bandung City, a local government agency responsible for the communication and information technology sector within the Bandung City Government. The provision of services at Diskominfo of Bandung City is currently supported by the implementation of SPBE (Electronic-Based Government System) regulations and the adoption of ISO/IEC 20000. This study evaluates the implementation of ITSM at Diskominfo of Bandung City using ITIL V3 in the Service Operation processes of Incident Management and Problem Management. ITIL V3 serves as a framework to complement the implementation of IT service management. This research is conducted by analyzing gaps based on the ITIL V3 assessment results using CMMI measurements obtained from interviews with relevant stakeholders. The objective of implementing ITSM using ITIL V3 is to enhance the quality of IT service management, making it more effective and efficient by proposing a recommended roadmap that can serve as a reference or guideline for managing IT incidents and problems at Diskominfo of Bandung City.

Keywords – ITSM, Incident Management, Problem Management, ITIL V3, Diskominfo of Bandung City.