ABSTRACT

In this increasingly sophisticated and technology-dependent era, IT service management is essential for an organization. One method that can be used in the IT service management process is Information Technology Service Management (ITSM). ITSM is important in handling problems related to information technology and creating optimal services according to user needs. ITSM can be a systematic method for agencies such as the Bandung City Communication and Information Service to optimize the use of IT in providing better services. In managing its services, the Bandung City Communication and Information Service has met the SPBE and ISO 20000 standards, but has not yet established an ITIL framework. Currently, the Communication and Information Service faces challenges in managing service levels, such as ineffective handling of service requests and responses to services related to continuity that still need to be improved. Therefore, this study aims to improve service management in the Request Fulfillment and IT Service Continuity Management processes by implementing the ITIL V3 framework as the best guide in ITSM. The methods used in this study include literature studies, interviews, and filling out assessments. The data obtained will be analyzed using ITIL V3 to identify areas that need improvement. This research resulted in recommendations covering people aspects, process aspects and technology aspects to resolve existing problems, as well as preparing an implementation roadmap that can be implemented at the Diskominfo of Bandung City.

Keywords: ITSM, ITIL V3, Request Fulfillment, IT Service Continuity Management, Diskominfo of Bandung City.