

ABSTRACT

Indonesia's tourism industry continues to grow with innovations such as Internet of Things (IoT)-based lodging. PT XYZP, with a vision of increasing comfort through IoT, introduced PT XYZP which combines nature and technology. This research aims to analyze and design Event Management in managing infrastructure services at PT XYZP using the ITIL version 4 framework. Research methods include data collection from Unifi Controller, observation, and interviews. Analysis was carried out on the parameters of user experience, availability, MTBF, and MTTR from January to March 2024. The results showed an average user experience of "good" with a value of around 92%, availability of 98.85%, an increase in MTBF from 608 hours to 744 hours indicating a reduced frequency of failure. In addition, the transition from having time to repair (MTTR) to having no failures requiring repair indicates improved efficiency in network management. Recommendations include the implementation of a ticketing system, optimization of notification features, and the use of AI for proactive monitoring. These improvements are expected to enhance efficiency and user experience at PT XYZP.

Keywords— *Internet of Things, Network Performance, Event Management, ITIL, TIPA, CMMI*