

ABSTRACT

IT services in government require systematic, measurable, and user-satisfaction-oriented service management. Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE) directs all agencies to build responsive, integrated, and sustainable digital service governance. There are processes in SPBE, namely managing complaints, disruptions, problems, requests, service changes from users and maintenance of SPBE infrastructure and applications, as well as application development and construction. This research was conducted at the XYZ Regency Communications and Information Technology Office as the agency responsible for managing local government IT infrastructure and services. The purpose of this research is to improve the management of information technology services in the practices of Change Enablement, Service Validation and Testing, Release Management, and Deployment Management. The Change Enablement practice ensures that every system change is submitted based on requests and documented. Service Validation and Testing plays a role in verifying the quality of solutions before implementation. Release Management supports the management of solution distribution in the form of coordinated service releases, while Deployment Management ensures that the implementation of new services is carried out safely and with minimal risk to existing services. This research will provide recommendations from three aspects, namely people, process and technology from the gap results obtained from the assessment results using the ISO 15504 framework to improve IT service management at the XYZ Regency Communication and Information Service.

Keywords: ITIL, ISO 15504, Change Enablement, Service Validation and Testing, Release and Deployment Management.