

## **ABSTRACT**

PT PLN Persero is one of the State-Owned Enterprises in charge of serving the electrical intake of Indonesian society. In accordance with the mission of PT. PLN run electricity business and related fields, oriented to customer satisfaction, members of the company and shareholders, PT. PLN must maintain credibility in the community. One of the ways in mecapai this vision, PT.PLN provide innovation in carrying out its activities. Bm@x is one of the results of innovation PT.PLN used to petrify field workers in doing meter reading, which has been implemented since April 2013, this system will be developed to be implemented into other areas. For that performed auditing the maturity value of the system in order to menegetahui how the performance of existing systems and the development plan will be carried out.

Assessment level of maturity or maturity of the system is done by using the ITIL version 3 framework that focuses on the domain service transition and service operation domain. In the service domain transition audit process focuses on developing and improving transfer capability of new services. While the domain service operation includes achieving effectiveness and efficiency of the service. From the results of the assessment conducted maturity value obtained for service transition and service operation at the level of 4, which is managed, meaning-related processes have been planned and carried out routinely, using documented standards and performance measurement processes.

***Keywords :***

***Sistem B-m@x online, ITIL versi 3, Maturity, service transition dan service operation***