# Perancangan proses penanganan layanan TI berdasarkan kerangka kerja tata kelola ITIL versi 3 pada PT XYZ = The design process based IT service management governance framework ITIL version 3 at PT XYZ

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Abstrak

[Sebagian besar dari permasalahan tersebut adalah terkait dengan manajemen insiden. Pengumpulan data melalui observasi terhadap dokumen laporan TI dan wawancara kepada Kepala Divisi IT Operation PT XYZ dalam bentuk kuisioner sebanyak 31 pertanyaan yang mengacu pada Matrik Kelayakan ITIL Versi 3 untuk mengetahui tingkat kematangan proses manajemen insiden. Keluaran dari proses ini adalah kondisi manajemen insiden saat ini berada pada level 1.5 yaitu manajemen intent dan harapan dari manajemen IT Operation manajemen insiden berada di level 3.5 yaitu Quality Control. Dari kondisi tersebut, dilakukan analisis kesenjangan yang disajikan dalam bentuk tabel. Kemudian dari tabel tersebut, dilakukan perancangan proses/aktivitas yang diperlukan sesuai dengan kondisi manajemen insiden saat itu. Setelah mendapatkan rancangan proses/aktivitas, proses dilanjutkan dengan memetakan aktivitas tersebut terhadap matrik KPI manajemen insiden yang dapat digunakan sebagai acuan untuk pengukuran kinerja dari rancangan proses/aktivitas tersebut.

Hasil dari penelitian ini adalah 4 buah rancangan proses/aktivitas yaitu Klasifikasi Insiden/Work Order, Proses/Aktivitas Eskalasi dan Notifikasi, Proses/Aktivitas Penutupan Insiden/Work Order, Pencocokan Insiden dengan basis data problem known-error berserta KPI dari masing-masing rancangan proses/aktivitas. Diharapkan dengan rancangan proses/aktivitas beserta KPI-nya tersebut dapat membantu mengatasi permasalahan yang terjadi dan meningkatkan tingkat kematangan proses manajemen insiden pada divisi IT Operation PT XYZ., The rapid development of information technology in the global era very important role to improve the efficiency and effectiveness of a company's performance in running business processes. Therefore the IT service management process also needs to be managed properly in order to provide a positive impact on the achievement of the strategic objectives of the company. Problems arise in PT XYZ when handling IT services can not meet the agreed targets that require analysis and process improvement. Most of these problems are related to incident management. The collection of data through observation of documents and interviews of IT reports to the Head of IT Division PT XYZ Operation in the 31- question questionnaire form that refers to the Eligibility Matrix ITIL Version 3 to determine the maturity level of the incident management process. The output of this process is the current condition of incident management at the level of 1.5 that management intent and an expectation of the management of IT Operations Management in the level of incidence of 3.5 is Quality Control. From these conditions, the gap analysis presented in table form. Then from the table, do the designing process / activities required in accordance with the conditions at the time of incident management. After getting the design process / activity , the process is followed by mapping activity to incident management KPI metrics that can be used as a benchmark for measuring the performance of design / process the event.

The results of this study are 4 pieces of the design process / activity that Incident Classification / Work Order , Process / Activity Escalation and Notification , Process / Activity Incident Closure / Work Order , Matching incident with the known- problem database error along with KPI of each design process / activity .

It is expected that the design process / activity along these KPIs can help overcome problems that occur and improve the maturity level of the incident management process on the IT Operations division XYZ .]