

# Perancangan service level agreement layanan teknologi informasi berbasis ITIL V3 2011 : studi kasus PT PQR = Design of service level agreement for information technology services based on ITIL V3 2011 : a case study of PT PQR

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## Abstrak

PT PQR adalah sebuah perusahaan perdagangan umum. Dalam menjalankan bisnis perusahaan, teknologi informasi merupakan hal strategis. Hal ini dapat dilihat dari struktur organisasi perusahaan yang memiliki ISC, fungsi korporasi yang khusus menangani sistem informasi dan teknologi. PT PQR membentuk PQR Digital, fungsi korporasi yang bergerak di bidang inovasi digital untuk mendukung unit bisnis lainnya. ISC membentuk Sub Departemen Digital Operation dalam rangka pelaksanaan tugas operasional terkait aplikasi-aplikasi digital tersebut. Belum adanya dokumen kesepakatan mengenai Service Level Agreement (SLA) membuat kinerja Sub Departemen Digital Operation tidak terukur. Penelitian ini bertujuan untuk merancang SLA terkait layanan TI di Sub Departemen Digital Operation. Metode pengumpulan data yang digunakan penulis dalam melakukan penelitian ini dilakukan dengan cara studi observasi, wawancara dan focus group discussion. Berdasarkan katalog layanan TI yang ada, dilakukan kategorisasi layanan untuk dipilih layanan yang dibuat SLA. Perancangan SLA dilakukan berdasarkan kesepakatan antara pihak pengguna layanan dan penyedia layanan tanpa mempertimbangkan pengaruh faktor eksternal dari pihak penyedia layanan. Hasil penelitian didapatkan bahwa tiga layanan TI dibuatkan SLA dengan berdasarkan kerangka kerja ITIL V3 2011.

.....PT PQR is a general trading company. In running its company's business, information technology is a strategic thing. This can be seen from the organizational structure of companies that have ISC, a corporate function that specifically handles information systems and technology. PT PQR formed PQR Digital, a corporate function engaged in digital innovation to support other business units. ISC formed the Digital Operation Sub Department in the context of carrying out operational tasks related to these digital applications. The absence of an agreement document regarding Service Level Agreement (SLA) makes the performance of the Digital Operation Sub Department not measurable. This study aims to design SLA related to IT services in the Digital Operation Sub Department. Data collection methods used by the author in conducting this research were carried out by means of observational studies, interviews and focus group discussions. Based on the existing IT service catalog, service categorization is done to select services made by the SLA. The design of an SLA is based on an agreement between the service user and the service provider without considering the influence of external factors on the service provider. The results showed that three IT services were made SLAs based on the 2011 ITIL V3 framework.