ABSTRACT

DESIGN
HELP DESK SERVICES CATALOGUE USING ITIL FRAMEWORK V3
(CASE STUDY OF UNIT STI INSTITUTE OF TECHNOLOGY TELKOM PURWOKERTO)

By

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Information Technology (IT) plays a crucial role in providing information services to individuals, organizations, and companies. The System and Information Technology (STI) Unit at Telkom University Purwokerto Institute of Technology (ITTP) manages various Information Technology services, including Learning Management System (LMS), Integrated Academic Information System (IGRACIAS), Hotspot, Helpdesk, and Student Identification Card (KTM) systems. Based on interviews and observations, it was found that the lack of structured guidelines for users to understand the available helpdesk services leads to confusion when seeking appropriate assistance or support. Additionally, the existing service catalog in the STI Unit is incomplete, as it was recently developed only for the Student Study Plan (KRS) system. The aim of this research is to create a service catalog for one of the services offered by the STI Unit, specifically the helpdesk service, using the ITIL V3 framework with a focus on the Service Design domain. The outcome of this study is a document containing the helpdesk service catalog. Data was collected through interviews and observations, involving employees from the STI Unit at Telkom University Purwokerto. The research findings indicate that the helpdesk provides active, inactive, and developing services. The discussion of this research includes two supporting dimensions: Software Support and Hardware Support.
Keywords: ITIL V3, service catalogue, helpdesk, Unit STI