

ABSTRACT

ANALYSIS OF INCIDENT MANAGEMENT SERVICES USING THE ITIL V4 FRAMEWORK IN THE INFORMATION TECHNOLOGY AND SYSTEMS UNIT IT TELKOM PURWOKERTO

Oleh

Radiyah Aniq Friliani
20103068

The STI IT Telkom Purwokerto unit is a unit that monitors the performance of Information Technology services in the IT Telkom Purwokerto campus environment, in the process of handling incidents on the service of course adjusting the incident management Standard Operating Procedure (SOP) that has been made, the incident handling procedure in the STI IT Purwokerto Unit SOP that has been established still has differences with the flow of ideal service incident management handling procedures according to the Information Technology Infrastructure Library version 4 (ITIL V4) framework, where the STI IT Telkom Unit only has six key activities for the incident handling process, in contrast to the incident management procedure in the procedure according to the ITIL 4 framework which has nine key activities so that there are still gaps. In addition, the incident handling process still uses a by request system, when an incident occurs it must wait for the previous incident to be resolved without an incident handling priority process. So it is necessary to recommend improvements to the incident management SOP for the STI IT Telkom Purwokerto Unit using the ITIL V4 Service Management Practices incident management framework using a gap analysis process and using a qualitative descriptive method approach. The gap analysis process using gap analysis results in the form that there is still a gap between the existing conditions and the ideal conditions of ITIL V4 in the incident management handling process, therefore recommendations are given for improving the incident management SOP which has been adapted to the ITIL V4 incident management domain framework by providing clear additional processes related to incident handling which were previously not contained in the existing SOP.

Keywords: *Incident Management, ITIL V4, SOP, Unit STI IT Telkom Purwokerto.*