

ABSTRACT

EVALUATION OF INFORMATION TECHNOLOGY SERVICES USING THE ITIL V4 FRAMEWORK (Case Study: Office of Investment and One Stop Services (DPMPTSP) Banyumas Regency)

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The implementation of information technology in the public service sector has a major influence in supporting the creation of good governance. The Investment and One-Stop Integrated Service Office (DPMPTSP) of Banyumas Regency is a government agency that implements the use of information technology as a means of supporting public services. However, in practice it is not yet known how optimal the performance of information technology and the resources it has in providing services, as well as the lack of human resources to manage information technology services resulting in difficulties in integrating data into the system, then technical problems occur in the system. So it is necessary to evaluate the information technology services used. The evaluation was carried out using the ITIL V4 framework, and after the evaluation was given recommendations for improvement based on the evaluation results. Evaluation is carried out by distributing questionnaires that are arranged based on the domain used. The data obtained will be processed and analyzed to determine the maturity level, gaps, and capability level of IT services. The evaluation results obtained are the level of maturity and capability level of IT services at DPMPTSP Banyumas Regency at level 3-Defined for all practices. Even though the maturity level and capability level have reached level-3, there are still gaps in the practices used. Therefore recommendations for improvement are given for recording incidents and problems that occur, so that they can be analyzed and identified to assist in handling and preventing the recurrence of incidents and problems.

Keywords: Evaluation, IT Services, e-Government, ITIL V4