

## ABSTRACT

Information technology has developed so advanced that the impact felt by the organization is also large, therefore for every company that has implemented information technology in its business processes, evaluations are needed, both audits and other evaluations in order to provide and review what input and criticism can be used. guidelines for the development of the company itself. The purpose of this practical work is to analyze information technology governance owned by CV Java Multi Mandiri Purwokerto. In analyzing the existing governance at CV Java Multi Mandiri, the authors use the Infrastructure Technology Information Library framework version 3 with the domain service strategy as a guideline. Data collection was carried out using the method of observation, distribution of questionnaires, and literature review. Then the data that has been obtained is processed and analyzed using a qualitative descriptive method.

**Kata kunci :** *IT Service Management (ITSM), Infrastructure Technology Information Library (ITIL), Service Strategy.*