

ABSTRACT

Information Technology (IT) services are used to improve the quality of service from an agency. CV Java Multi Mandiri is one of the agencies in the field of test equipment and measuring instruments that has implemented information technology as the main support for its business processes. Based on the results of the questionnaire the maturity level of IT services at CV Java Multi Mandiri Purwokerto is at 4.14. Conditions like this are considered unsuitable for fulfilling information technology services with the value expected by CV Java Multi Mandiri Purwokerto. Given these problems, researchers measure the maturity level of information technology services in the internal system of CV Java Multi Mandiri Purwokerto. ITIL V3 is used as the method used in this research. Researchers chose ITIL V3 because it is used for continuous management of information technology services, as well as improving the quality of information technology services. The purpose of this study is to provide recommendations to increase the value of maturity and improve management of information technology services at CV Java Multi Mandiri Purwokerto.

Keywords; *Information Technology Service, ITIL V3, CV Java Multi Mandiri*