ABSTRACT

IMPLEMENTATION OF ITSM DOMAIN SERVICE TRANSITION IN CV. JAVA MULTI INDEPENDENT USING ITIL VERSION 3 FRAMEWORK

KHEVIEN RIZKHI DARMAWAN

19103096

Java Multi Mandiri (JVM) is a measuring and test equipment company that prioritizes online sales, Java Multi Mandiri is a company formed in 2012, as a distributor of measuring and testing tools that are popular in Indonesia and CV. Java Multi Mandiri understands the importance of implementing information technology in business both to support business processes and to market its products to customers. CV.Java Multi Mandiri itself has never used ITSM for corporate standards. Business development must be aligned with technological developments in the organization. Information technology can support companies in maximizing business efficiency and effectiveness to achieve their goals. Utilization of information technology is expected to bring big profits to the business world. Therefore, an IT service management planning study for CV. Java Multi Mandiri uses ITIL version 3 best practices. ITIL v3 is a guideline used in planning the management of CV management services. Java Multi Standalone.