ABSTRACT

THE DEVELOPMENT OF AN INFORMATION TECHNOLOGY SERVICES PORTFOLIO FOR THE ADMINISTRATIVE COORDINATOR AND SOCIAL WELFARE PROGRAM COORDINATOR, BASED ON THE ITIL V3 FRAMEWORK SERVICE STRATEGY (CASE STUDY: LEKSONO SUB-DISTRICT)

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The rapid growth of technology makes information technology (IT) widely used in various organizations, especially government agencies, one of which is the Leksono District office in the Wonosobo area. The Leksono sub-district office itself has implemented information technology (IT) to assist the service process, one example of its implementation is the use of an application called SIKS-NG (Next Generation Social Welfare System). Based on the results of research observations, obstacles were found related to IT implementation at the Leksono District office, namely not all fields were supported by IT services, which resulted in constraints on the organization's operational activities. Therefore, it is necessary to prepare an IT Service Portfolio document based on ITIL V3 as a reference. To be able to fulfill the vision and mission of the Leksono District office, it is necessary to have planning and prioritizing the needs of technology and information systems that are well planned. To ensure that the development to be carried out is in accordance with the needs of the organization. Making an IT Service Portfolio based on the stages contained in the Service Strategy, namely Strategy Management for IT Services. This stage is used to identify the organization's strategic plan in IS/IT, the Demand Management stage is used to identify demand patterns for each service, service users and perform formulation of IT service proposals, so that it will produce output in the form of an IT Service Portfolio. The list of IT service proposals that have been identified consists of five lists of IT services and from this list there are three IT services that will be proposed and developed for information systems. The IT Service Proposal is a priority recommendation for IS/IT development for the next three years and is expected to assist Leksono District in achieving organizational goals.

Keywords: Information technology (IT), Information Technology and Infrastructure Library (ITIL) V3, IT Service Portfolio.