

**PERANCANGAN PENGELOLAAN LAYANAN TEKNOLOGI INFORMASI  
MENGGUNAKAN DOMAIN SERVICE DESIGN ITIL V.3 (STUDI KASUS  
PADA PT GRESIK GRAHA WISATA)**

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**ABSTRAK**

Seiring dengan semakin tingginya peranan TI dalam organisasi, kelancaran penyedia layanan TI semakin kritikal bagi pencapaian tujuan organisasi khususnya skala perusahaan. Akan tetapi, tingkat kompleksitas dan risiko teknologi menimbulkan tantangan tersendiri bagi pencapaian layanan TI yang efektif dan efisien. Dalam mendukung tersedianya layanan teknologi informasi (TI) yang berkualitas setidaknya ada tiga pilar utama yang menopang dalam penerapan information technology service management (ITSM), yaitu: Orang (people), yang mencakup pengelola TI, pengelola manajemen dan pengguna. Teknologi (technology) yang meliputi tools, teknologi dan produk TI. Selanjutnya adalah proses (process), yang mencakup metodologi, petunjuk pelaksana dalam hal ini adalah information technology service management (ITSM). Salah satu solusi untuk menerapkan Manajemen Layanan TI yang baik adalah dengan cara mengupayakan penerapan ITSM (Information Technology Service Management).

Pengukuran kualitas dan dilakukannya penanganan masalah serta perubahan layanan menjadi faktor penting dalam memenuhi kebutuhan perusahaan atau pengguna, di mana kualitas layanan dituntut semakin tinggi saat kebutuhan atau permintaan semakin banyak, dan untuk melakukan evaluasi tersebut dibutuhkan framework sebagai acuan atau standar pengelolaan layanan TI atau Teknologi Informasi yang baik, seperti ITIL (Information Technology Infrastructure Library) yang merupakan standar yang telah banyak digunakan dalam menerapkan desain layanan IT yang baik. Ada beberapa tahapan dalam ITIL dimulai dari *Service Strategy*, *Service Design*, *Service Transition*, *Service Operation* dan *Continual Service*

*Improvement.* Maka penelitian ini fokus pada perancangan pengelolaan layanan teknologi informasi berbasis *service design* ITIL pada ICT PT Gresik Graha Wisata sebagai proses desain layanan guna mendukung perancangan yang menghasilkan dokumen *service design package*. Proses Desain Layanan yang diterapkan adalah *Service Catalogue Management*, *Service Level Management* dan *IT Service Continuity Management* yang paling sesuai dengan kebutuhan PT Gresik Graha Wisata.

Kata Kunci: *Pengelolaan Layanan Teknologi Informasi, ITSM, ITIL, Service Design, Service Catalogue Management, Service Level Management, IT Service Continuity Management dan Service Design Package*



## ABSTRACT

# DESIGN OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT USING DOMAIN SERVICE DESIGN ITIL V.3 (CASE STUDY IN PT GRESIK GRAHA WISATA)

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## ABSTRACT

*Along with the increasing role of IT in organizations, the reliability of IT service providers is increasingly critical for achieving organizational goals, particularly for middle to up level company. However, the level of complexity and technological risk poses special challenges for the achievement of effective and efficient IT services. In supporting the reliability of information technology (IT) services, there are at least three main pillars that support the implementation of information technology service management (ITSM) which are: People, which includes IT managers, managers and users; Technology (technology) which includes tools, technology and IT products; The last is the process (process), which includes the methodology, implementing instructions in this case is information technology service management (ITSM). One solution to implement good IT Service Management is to seek the application of ITSM (Information Technology Service Management).*

*Measuring quality and handling problems and changing services are important factors in meeting the needs of companies or users, where service quality is demanded to be higher when there are more needs or requests, and to do the evaluation requires a framework as a reference or standard for managing IT or Information Technology services good, such as ITIL (Information Technology Infrastructure Library) which is a standard that has been widely used in implementing good IT service design. There are several stages in ITIL starting from Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Then this research*

*focuses on the design of ITIL service design based information technology management services at ICT PT Gresik Graha Wisata as a service design process to support designs that produce service design package documents. Processes of Service Design implemented are Service Catalogue Management, Service Level Management and Service Continuity Management that most suit to the needs of PT Gresik Graha Wisata.*

*Keywords : Management of Information Technology Services, ITSM, ITIL, Service Design, Service Catalogue Management, Service Level Management, IT Service Continuity Management dan Service Design Package.*

