

ABSTRAK

Information Technology Service Management (ITSM) sebagai suatu solusi manajemen, merupakan *best practice* yang digunakan sebagai panduan pengelolaan infrastruktur TI berbasis servis, dimulai dari proses pengelolaan permintaan layanan (*service level management*) sampai dengan proses pengelolaan penanganan laporan gangguan (*incident management*). Proses *incident management* dilaksanakan untuk mengembalikan ketersediaan layanan TI secepatnya dengan menerapkan solusi sementara atau permanen.

Aktor utama yang berperan dalam proses *incident management* dikenal dengan sebutan Service Desk. Proses *incident management* yang diperankan oleh Service Desk tidak dapat berjalan dengan optimal tanpa didukung oleh adanya suatu *tools* yang memadai yang dapat digunakan dalam mengelola setiap adanya laporan gangguan sampai dengan penyelesaian gangguan.

Menjawab kebutuhan tersebut, penulis melakukan analisis, membuat perancangan dan membangun suatu aplikasi yang diberi nama "ServiceDesk Call Logging System" sebagai suatu *tools* yang diharapkan mampu mengelola proses *incident management* dengan studi kasus implementasi pada PT XYZ.

Kata Kunci : Information Technology Service Management (ITSM), Service Desk, Incident Management

xv+102 halaman;47 gambar;20 tabel; 1 lampiran

ABSTRACT

Information Technology Service Management (ITSM) as a management solution, is the best practice is used as a guide based IT infrastructure management services, starting from the service request management processes (service level management) until managing the process of handling incident reports (incident management). Incident management process carried out to restore the availability of IT services as soon as possible by applying the temporary or permanent solution.

The main actors involved in incident management process known as the Service Desk. Incident management processes, starring Service Desk can not run optimally without the support of an adequate tool that can be used to manage any disruption until getting resolution.

Answering this need, the authors do an analysis, making design and build an application named "ServiceDesk Call Logging System" as a tool are expected to manage the process of incident management with the implementation of case studies on PT XYZ.

*Keywords : Information Technology Service Management (ITSM), Service Desk,
Incident Management*

xv+102 pages;47 figures;20 table; 1 attachments