

## ABSTRAK

Nama : 1. Adi Saputra (41819010024)  
2. Muhamad Fikri Ramadhon (41819010029)  
NIM : 1. 41819010024  
2. 41819010029  
Pembimbing TA : Dr. Ruci Meiyanti, S.Kom, M.Kom  
Judul : Analisa Tingkat Kematangan Manajemen Layanan Teknologi Informasi Menggunakan *Framework Itil V3 Domain Service Operation Studi Kasus: RS Mitra Husada*

Dengan pesatnya perkembangan teknologi informasi (TI), penggunaan TI saat ini sangat diperlukan bagi suatu organisasi. Penggunaan teknologi informasi untuk meningkatkan kualitas layanan TI. Tata kelola layanan TI dapat meningkatkan kualitas layanan, mengurangi risiko, meningkatkan nilai uang, dan mengurangi biaya layanan TI. *Information Technology Infrastructure Library (ITIL)* adalah pendekatan manajemen layanan TI yang paling banyak diterima dan diterima secara global, kerangka kerja ITIL v3 berarti seperangkat praktik terbaik dari manajemen layanan TI yang konsisten dan komprehensif yang memberikan pendekatan kualitas untuk mencapai penggunaan yang efektif dan efisien sistem informasi dalam lingkungan perusahaan yang dapat dikembangkan dan diadaptasi dalam pengembangan suatu sistem Setelah Peneliti melakukan pengukuran nilai kematangan layanan Teknologi informasi pada RS Mitra Husada berdasarkan *framework ITIL v3 maturity level self-assessment*, pada *problem management* mendapatkan skor terkecil dari *servicedesk*, *incident management* dan *problem mangement*, dimana *problem management* mendapatkan skor sebesar 70 poin, *service desk* mendapatkan skor sebesar 72 poin dan *site incident management* mendapatkan sebesar 77 poin. dapat disimpulkan bahwa *subdomain/site problem management* point memiliki skor yes terendah dari kusioner yang di ambil, dimana *subdomain/site incident management* memiliki skor yes terbanyak dibandingkan *subdomain/site service point* dan *subdomain/site problem management*. Pasalnya, RS Mitra Husada belum sepenuhnya mengimplementasikan titik layanan tersebut. RS Mitra Husada dapat dikatakan cukup baik meskipun masih banyak kegiatan yang masih harus diselesaikan dan lebih ditingkatkan.

Kata kunci: IT Governance, ITSM, Information Technology, Hospital, ITIL V3

## ABSTRACT

*Name* : 1. Adi Saputra (41819010024)  
2. Muhamad Fikri Ramadhon (41819010029)  
*Student Number* : 1. 41819010024  
2. 41819010029  
*Conselor* : Dr. Ruci Meiyanti, S.Kom, M.Kom  
*Title* : *Analysis Of Maturity Level Of Information Technology  
Services Management Using The Itil V3 Framework Domain Service  
Operation Case Study: RS Mitra Husada*

*With the rapid development of information technology (IT), the use of IT is now very necessary for an organization. Use of information technology to improve the quality of IT services. IT service governance can improve service quality, reduce risk, increase value for money, and reduce the cost of IT services. Information Technology Infrastructure Library (ITIL) is the most widely accepted and globally accepted approach to IT service management, the ITIL v3 framework means a consistent and comprehensive set of best practices of IT service management that provides a quality approach to achieve effective and efficient use of information systems in a corporate environment that can be developed and adapted in the development of a system. problem management gets a score of 70 points, service desk gets a score of 72 points and site incident management gets a score of 77 points. it can be concluded that the subdomain/site problem management point has the lowest yes score from the questionnaire taken, where the subdomain/site incident management has the highest yes score compared to the subdomain/site service point and subdomain/site problem management. This is because Mitra Husada Hospital has not fully implemented the service point. Mitra Husada Hospital can be said to be quite good even though there are still many activities that still need to be completed and further improved.*

*Keywords: IT Governance, ITSM, Information Technology, Hospital, ITIL V3*