INFORMATION TECHNOLOGY SERVICE MANAGEMENT PLANNING USING THE ITIL VERSION 3 FRAMEWORK IN PRABUMULIH CITY WORK TRAINING CENTER

[1]Yulia Permata Sari, [2]Tata Sutabri

[1,2]Universitas Bina Darma Megister Teknik Informatika Palembang, Indonesia

Email: Yuliapermatasari44@gmail.com, Tata.Sutabri@binadarma.com

ABSTRACT

The development of information technology has provided convenience for service users. One of the education or educational institutions is a means for the development and growth of students who direct and encourage in terms of achieving educational goals. Based on the explanation of RI Law number 20 of 2003 concerning National Education Standards article 35 (Paragraph 1). This service has not been integrated with one another. In this study using ITIL Version 3 as a framework with three stages, namely the first stage, the second stage and the third stage. The initial stage of the research consisted of literature studies, interviews and observations, the second stage was designing, and the third stage was preparing Service Level Management documents. The results of this study are information technology service management planning using ITIL Version 3 at the Prabumulih Vocational Training Center.

1. INTRODUCTION

The development of information technology provides convenience in every service to service users (Antoni, 2019: 1). One of the education or educational institutions is a means for the development and growth of students who direct and encourage in terms of achieving educational goals. Based on the explanation of the Republic of Indonesia Law number 20 of 2003 concerning National Education Standards article 35 (Paragraph 1) graduate competence is a qualification of graduates' abilities which includes attitudes, knowledge, and skills in accordance with agreed national standards (Herold Situmorang, 2019: 1).

One of them is the use of the network for media purposes of data collection at the Vocational Training Center (BLK). Educational institutions are a means for the development of students who direct and encourage the achievement of educational goals in training.

The Prabumulih City Vocational Training Center (BLK) is one of the training centers in Prabumulih City, where there are various activities related to job training. Vocational Training Centers that already have online-based services for the rank of Trainer (Teacher), Test, and Website (BLK). In addition to online-based services, the Vocational Training Center service agency has public services that are not yet systemized, such as services for the Welding Department, Cosmetology Department, Office Administration Department, and Light Vehicle Maintenance Department. This unintegrated service will have an immeasurable impact on service quality. This service also affects the efficiency of a business process.

To overcome this problem, a plan is needed that can Management of Information Technology Services in the Office of the Vocational Training Center. Information Technology Service Management is the planning and control of information technology assets including systems, infrastructure and devices, people and processes to support business operational needs for efficiency and ensure that the organization has the ability to continuously evaluate processes and performance in identifying and implementing improvement opportunities (Addy, 2007). With the implementation of Information Technology Service Management, there will be the

assurance of service quality from management in accordance with the service level agreed with the customer.

2. METHOD

This research method has several stages that will be carried out. The stages of this research consist of the first, second and third stages. The following is an overview of the research method shown in the figure
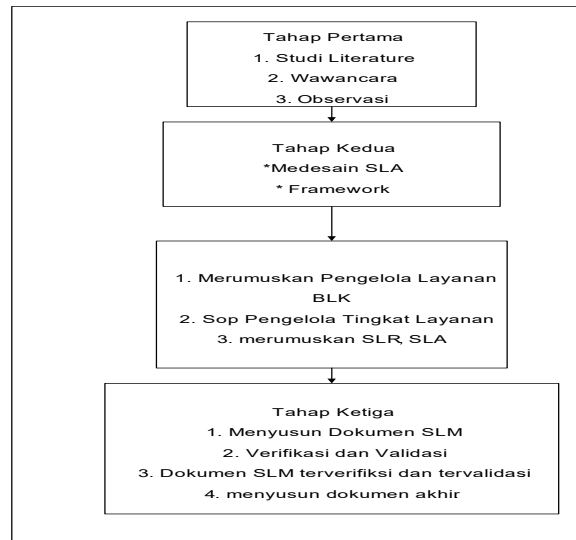

Figure 1 Research Methods.

In this first stage, the research was carried out by collecting data and information related to the research title to support each formulation of the problem to be developed. At the research stage, a literature study was carried out by seeking information about ITIL 3 and how it was planned. Then interviews were conducted regarding the service training process at the Vocational Training Center, service users and the functions of each existing service. Observations were made to process ITIL with the implementation of IT services in each part of the current IT service. This is necessary to identify the need for procedures in carrying out Information Technology Service Management Planning using the ITIL 3 framework at the Prabumulih Vocational Training Center.

Second Stage. This stage is the information technology service management planning stage which contains the determination of the SLA Framework to the preparation of service level documents and service level management procedures. This process refers to the Service Level Management contained in ITIL Version 3.

Third Stage. At this stage SLM documents will be prepared and verification and validation of documents will be carried out. The preparation of SLM documents is outlined in table 1 below:

Table 1 SLM document

No	Procedure Instructions	Partner Work	Work

1. Verification and Validation

This process is carried out to validate and verify all Information Technology Service Management Plan Documents. Revised matters must be recorded so that they become a comparison after verification and validation which are then reviewed by the IT Team.

Table 2 IT Management Plan Document

No	Date	Document	Results review

3. RESULTS AND DISCUSSION

This study discusses how to make an Information Technology Service Management Design where a service is not only conventional, more effective and efficient, and easier to provide services.

In this study there are 3 stages used, namely the first stage, the second stage and the third stage. The first stage of research was carried out through literature studies, interviews and observations. The second stage is designing the Service Level Agreement Framework, and the third stage is compiling the Service Level Management document.

3.1 First Stage

At this stage can produce information and solutions to problems that have been identified. Issues such as the ITIL Version 3 Framework, management of IT service levels or Service Level Management in which there is Service Design by comparing the realization of the system with a strategy to prepare the service requirements to be operated. Documents that produce Service Level Agreements, Operational Level Agreements, Underpinning Contracts. This document is a procedure for managing the level of IT services.

Table 3 Service Results Business Process

No	Business process	IT Services
1.	File Receipt	On Test SIKITO
2.	File Process	SIMPEG SIKERMA
3.	output	On Test

Tabel 4 Perbandingan Proses SLM ITIL Dengan Kondisi Saat Ini

No	SLM and ITIL processes	SLM Process on the IT Team	Information
1.	Define, document and approve terms for new service and manufacture SLRs	There isn't any	There is no stipulation and documentation related to SLR documents.
2.	Negotiation documents and agrees SLA for operational services .	There isn't any	There is no service level document to set IT service level targets.
3.	Monitor Service Performance against SLA	There isn't any	There is no monitoring related to service performance.
4.	Conduct service reviews and drive improvements in the overall service improvement plan	There isn't any	There is no implementation of information technology service review and planning in improving information technology services.

3.2 Second Stage

In the second stage, determining the SLA Framework to the preparation of service level documents and service management procedures. The data that has been obtained in the first stage

will be used in the Information Technology Service Management Planning stage which has several stages, namely designing, formulating service level data management and formulating SLAs. The following is a procedure design consisting of a title page and a procedure content page.

	Number: Manufacturing date : Revision date :
Prabumulih Work Training Center	
Procedure title	
Approved by:	
Checked by:	
Arranged by:	
Number : "Prohibited from Producing Documents Without Permission of a Management Representative"	

Figure 2 Procedure Title Page

	Number: Manufacturing date : Revision date :
Prabumulih Work Training Center	
1. Destination 2. Scope 3. Reference 4. Responsibility 5. Definition 6. Procedure Description 7. Flow diagram 8. Attachment 9. Document Change History	
Number : "Prohibited from Producing Documents Without Permission of a Management Representative"	

Figure 3 page Contents Procedure

Document creation is used to view service level processing targets and responsibilities. This is necessary to support the achievement of IT service level targets in the SLA document. From the interview results, it is not necessary to make a UC because it already has a work agreement document in the form of a work contract.

4. CONCLUSION
Based on the results of this study it can be concluded that: This research plans Information Technology Service Management at the Prabumulih Vocational Training Center. This research

produces an Information Technology Service Management Model at the Prabumulih Vocational Training Center. This research was conducted for the level of management services at the Prabumulih Vocational Training Center.

REFERENCE

[1]   Addaba. 2016, Perencanaan Service Level Management Layanan Teknologi Informasi pada PPTI Stikom Surabaya menggunakan ITIL V3, Surabaya : Perpustakaan Stikom Surabaya.

[2]   Bon, dkk, 2017. Foundation of ITIL V3. Zaltbommel : Van Harren Publshing.

[3]   Herold Situmorang. 2019. Perancangan Layanan Management. Jurnal Politeknik Negeri Sriwijaya.

[4]   Mardiani, G Tri. 2014. Perancangan Tata Kelola Layanan Teknologi Informasi Pada PT. X Menggunakan Cobit dan ITIL V3 Jakarta UNIKOM.

[5]   Prameswari, 2016. Pembuatan Dokumen Service Level Management pada layanan Helpdesk berdasarkan ITIL 2011. Surabaya : Institut Teknologi Sepuluh November.

[6]   Rob Addy, 2007. Effective IT Service Management to ITIL and Beyond! Pudhucerry, India.

[7]   Sugiyono, 2013 Metode Penelitian Kualitatitf dan Kuantitatif R&D. Bandung : Alfabeta.

[8]   Tata Sutabri. 2015. Sistem Informasi Manajemen. Yogyakarta.

[9]   Tata Sutabri. 2012. Analisis Sistem Informasi. Yogyakarta.

[10]   Tata Sutabri, M Misar. .Perancangan Sistem Informasi Manajemen Filing Pada Kantor Pengelola Taman Mini "Indonesia Indah".

[11]   Tata Sutabri, D Setiadi, A Mursid. 2019. Perancangan Sistem Pendataan Inventori Asset Jaringan Fiber Optik Pada PT Mnc Kabel Media.com. Jurnal Teknologi Informatika dan Komputer.