GUIDE MAKING IT GOVERNANCE INCIDENCE BASED MANAGEMENT FRAMEWORK ITIL (CASE STUDY IN UPT. PUSKOM POLINEMA)

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ABSTRACT

Incident management IT governance needs to be done as a guide and internal controls to ensure IT service levels Puskom UPT has met the standard or to follow best practices. All this happened in UPT. Puskom just the opposite, that is not mempenyai adequate service standards so that the handling of the incident was not optimal.

For that need to be made in order to guide the handling of incidents of governance can work well and fit the expectations of users and ultimately the success of IT (IT Goal) and the ultimate goal of business processes (Business Goal). The steps are (1) data collection and information management processes of IT incidents and documents on UPT Puskom Polinema, letteratur study the ITIL framework and the questionnaire (2) analysis of information identified for the development and manufacture of governance guidelines with RACI charting, the category and priority incidents (3) creation of documents that consist of procedures, forms, and other documents as a guide governance, (4) documents that have been made dialakukan verification with other documents, (5) validation performed to determine the purpose of incident management process has been fulfilled.

The results in the form of recommendations to improve incident management, mapping the position and role of incident handling activities, guides governance of IT incident management in UPT Puskom Polinema that contains the procedures, forms, and other documents, as well as the determination of indicators for improving the implementation of incident management.

Key words: Good governance, IT incident management, forms, procedures, UPT Puskom Polinema.