ABSTRACT

Advances in information technology utilization continues to increase the speed and accuracy of information getting into the demands of running a business enterprise, both by business people, community and government. PT. Askes (Persero) Regional VII is one of the State-Owned Enterprises (SOEs) located in Surabaya. PT Askes (Persero) Regional VII has 9 branches spread across the province of East Java. PT Askes (Persero) Regional VII has an Information Technology is responsible directly to the Head of Regional, duties and responsibilities of the field of information technology is to ensure availability of IT support services in running business processes. The company requires that IT support services should be available when needed, if the IT support services failed to deliver the required service at the time, it means that the field of IT failed to deliver added value to the company.

From the results of research, it is known that the processes of IT-related IT support services are DS1 (Define and Manage Service Levels) are mostly located on the maturity level 2 (Repeatable but Intuitive). While management expects that most of the attributes on these processes are at a minimum maturity level 4 (Managed and Measurable).

To address this gap, the study compiled the recommendations aim to improve the maturity as expected. Recommendations are prepared and equipped to measure outcomes and performance indicators that the draft policy can be a guide in managing IT service support based on COBIT and ITIL frameworks.

**Keyword:** COBIT, ITIL, IT Service Support, Governance