Governance Problem Management
Based on ITIL Version 3 Framework
(Case Study on IT Organizations in PT Bank ABCD)

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ABSTRACT

Resolving IT service problems quickly and effectively is the characteristics of professional IT organization. In order to support the company's goal of PT Bank ABCD, IT organization establish IT policy manual approved by the board of directors of the company, one of the main policies that IT organizations have an obligation to maintain the stability and availability of IT services. The most important process in connection with the principal IT policy to maintain stability and availability of services is a problem management process. Problem management processes involving all work units operational support, development and infrastructure. This requires a governance process is the reference implementation of good management problems. Governance problems outlined in the document management governance is structured so that every action taken can certainly support the objectives of the company.

Steps taken to develop management governance problems are (1) the study of literature, (2) analysis of data in an interactive form of data collection, data selection, presentation of data and tentative conclusions, (3) development of the governance problems of the development of management control problems, the development error control, the development of proactive problem management and development of major initiatives problem review.

This research will produce a document and forms procedures of control problem, control error, proactive problem management and review of major problems

Keywords : Governance, Management Problems, ITIL