SERVICE DESK SERVICES EVALUATION USING THE APPROACH OF SIX SIGMA AND ITIL V3 IN PT XYZ

Student Name : Hamzah Agung
NRP : 9109205411
Advisor : Prof. Dr. Ir. Joko Lianto Buliali, MSc

ABSTRACT

PT XYZ is one of the infrastructure, business solution, technology and services company provider in Indonesia. PT XYZ has a service desk as after sales service to customers. Problems that occur in service desk services is the slow response of incident handling and the long duration of incident completion. Evaluation is required to determine the quality of the existing service desk services. The approach of Six Sigma and ITIL V3 will be used to evaluate service desk services in PT XYZ. Sub methodology of Six Sigma that are used in this research is DMAIC. There are three metrics that are used in the GQM as a measurement standard based on CSF performance. The data used is the incident report period July 2014 to October 2014 with a total of 845 incidents. Based on the calculation results obtained DPMO value 79,684.42 with sigma value 2.91σ. This shows that the quality of existing service desk services has successfully completed 92.03% incident handling correctly from the total 845 incident reports. Through analysis using fishbone diagram and FMEA, there are four categories of issues that will be given recommendations for improvement using ITIL V3 best practice approach. With recommendations for improvement are expected to improve the quality of service desk services in PT XYZ to the level of service performance target Six Sigma.

Keywords : Service Desk, Six Sigma, DMAIC, ITIL V3.