MANAGEMENT OF OPERATIONAL SERVICE OF
APPLICATION LETTER IN. PLN (PERSERO) EAST
JAVA DISTRIBUTION BASED ON SERVICE
OPERATION ON ITIL V.3

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Abstract
Alignment of IT services with the business needs of the company is very important. The increase in the presentation of information and communication is growing. No exception to PT PLN (Persero) Distribution of East Java that has a communication tool used as a means of communication and information within the company.

PT PLN (Persero) Distribution of East Java have an application that supports business process management application company called Mail. Letter of Application Management (AMS) is an application that greatly affect the performance of the company, so that the operational maintenance strategy is needed in the application. Some disruption to services during working hours AMS currently hamper the company's business processes. While the ideal conditions of business support applications are applications that are susceptible to any problems.

Governance maintenance services can be done in various ways, one of which is with reference to the method of ITIL V3. In ITIL V3 lifecycle there has functions that cover each of the company's business needs, one of which is a service operation.

Management of operational service can be done in various ways, one of them with ITIL V3. In ITIL V3 lifecycle there
has functions that cover each of the company's business needs, one of which is a service operation.

The results of this thesis is a document of governance based on ITIL V3 service operation in the maintenance of Letter of Application Management service in PT PLN (Persero) Distribution of East Java that are important to the company, is considered by using the theory of the ITIL V3 service operation will provide guidance and ease for PT PLN (Persero) Distribution of East Java in managing the AMS service. The author hopes that this thesis made, it will be easier for the user application and hope that this document provides more benefits for the company PT PLN (Persero) Distribution of East Java.

**Keywords:** Governance, Operational Services, ITIL V3, Application Management Letter, PT PLN (Persero) Distribution of East Java.