DEVELOPING STANDARD OPERATING PROCEDURE (SOP) FOR SERVICE DESK BASED ON ITIL V3 FRAMEWORK AND USING SERVICE GAP ANALYSIS METHOD (CASE STUDY: PT XYZ, TANGERANG)

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ABSTRACT

The use of Information Technology (IT) in many companies has become an important thing in improving the effectiveness and efficiency of business operational that support the achievement of corporate objectives, including PT XYZ. A functional unit that called Service Desk is needed by PT XYZ in support of operational IT, handling issues related to IT use, and monitoring of IT asset in the company. There is awareness to realize the service desk into a single point of contact that can work well in accordance with its function, show that it required an IT Governance to control and manage service desk activity well. Standard Operating Procedure (SOP) is one of the forms of IT Governance. Information Technology Infrastructure Library (ITIL) framework is a best practice that aims to continuously improve IT operational efficiency. The design and implementation of Service Desk based on ITIL V3 framework in PT XYZ is required in order to improve services and IT performance.

The conductment of SOP Document is initialized by using gap analysis, the processes that are loaded into the SOP is the result of the gap analysis between the current situation
The final product of this thesis is a document of Standard Operating Procedure (SOP) IT Service Desk ITIL V3 that validated by using the technique of interviewing relevant parties ie Head of IT/TMT Department PT XYZ & Service Desk Manager, simulation, and survey.

Keywords: Standard Operating Procedure (SOP), Service Desk, ITIL V3, GAP Analysis