

**ANALISIS PRAKTIK PROBLEM MANAGEMENT DI UPA TIK
UNIVERSITAS PENDIDIKAN GANESHA MENGGUNAKAN
FRAMEWORK ITIL V4**

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ABSTRAK

Problem merupakan penyebab terjadinya insiden pada layanan. Problem sangat penting dikelola untuk mengontrol siklus hidup problem pada layanan TI, sehingga tidak menyebabkan terjadinya insiden yang berulang. UPA TIK Undiksha merupakan unit penunjang akademik yang berfokus pada pelayanan TI, namun belum memiliki prosedur khusus untuk problem management. Tujuan penelitian ini adalah untuk menganalisis GAP kondisi praktik problem manajemen saat ini dengan standar *praktik problem management* ITIL 4. Selain itu, penelitian ini menghasilkan rekomendasi SOP problem manajemen. Penelitian diawali dengan melakukan studi literatur dengan membaca jurnal-jurnal dan dokumen terkait dengan problem management, dilanjutkan dengan merancang instrumen pengumpulan data. Pengumpulan data dilakukan dengan studi dokumen dan wawancara, setelah data terkumpul, data akan di analisis untuk mendapatkan GAP analisis kondisi praktik problem management saat ini dengan kondisi ideal. Hasil dari penelitian mendapatkan bahwa, masih ada GAP di setiap fase problem management, seperti belum diterapkan *Identification Problem Proaktif*, mengidentifikasi problem hanya berdasarkan insiden yang sedang terjadi, UPA TIK belum memiliki prosedur khusus untuk mendaftarkan problem, belum ada prosedur khusus untuk menginvestigasi problem yang sudah diketahui, belum memiliki prosedur khusus untuk pencatatan problem diketahui dan peninjauan secara berkala pada problem diketahui. Dari hasil analisis GAP dapat dikembangkan rekomendasi SOP *Problem management* berstandar ITIL 4, yang terdiri dari 4 fase problem management yaitu Identifikasi problem proaktif, Identifikasi problem reaktif, Problem control, Error control dan aktivitas di setiap fase akan disesuaikan dengan budaya kerja yang ada di UPA TIK.

Kata kunci: *ITSM, ITIL 4, Problem Management, UPA TIK undiksha, SOP Problem Management*

ANALYSIS OF PROBLEM MANAGEMENT PRACTICES AT UPA TIK UNIVERSITY OF GANESHA EDUCATION USING ITIL V4 FRAMEWORK

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ABSTRACT

Problems are the cause of incidents in services. Problems are very important to manage to control the life cycle of problems in IT services, so as not to cause repeated incidents. Undiksha ICT UPA is an academic support unit that focuses on IT services, but does not yet have special procedures for problem management. The purpose of this research is to analyze the GAP of the current problem management practice conditions with the ITIL 4 problem management practice standards. In addition, this research produces problem management SOP recommendations. The research begins by conducting a literature study by reading journals and documents related to problem management, followed by designing data collection instruments. data collection is done by document study and interviews, after the data is collected, the data will be analyzed to get a GAP analysis of the current problem management practice conditions with ideal conditions. The results of the study found that, there are still GAPS in each phase of problem management, such as not yet implemented Proactive Problem Identification, identifying problems only based on incidents that are happening, UPA TIK belum has a special procedure for registering problems, there is no special procedure for investigating known problems, does not have a special procedure for recording known problems and periodic review of known problems. From the results of the GAP analysis, recommendations for Problem management SOPs with ITIL 4 standard can be developed, which consists of 4 phases of problem management, namely proactive problem identification, reactive problem identification, problem control, error control and activities in each phase will be adjusted to the existing work culture at UPA TIK.

Keywords: *ITSM, ITIL 4, Problem Management, UPA TIK Undiksha, SOP Problem Management*