

**ANALISIS *SERVICE REQUEST MANAGEMENT PRACTICE*
MENGUNAKAN *FRAMEWORK* ITIL4 DI UPA TIK UNDIKSHA**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis praktik manajemen permintaan layanan di UPA TIK Undiksha berdasarkan kerangka kerja ITIL4. Permasalahan yang ditemukan antara lain belum adanya katalog permintaan layanan, kurangnya otomatisasi proses, serta permintaan yang tidak sesuai dengan tugas dan fungsi unit. Penelitian ini dilakukan menggunakan pendekatan studi kasus dengan metode wawancara, observasi, dan studi dokumentasi. Hasil analisis menunjukkan adanya kesenjangan antara praktik yang berjalan dengan panduan ITIL4, khususnya pada aspek pengkategorian, otomatisasi, dan efisiensi proses. Solusi yang diusulkan berupa rekomendasi perbaikan SOP dan perancangan katalog permintaan layanan sesuai praktik terbaik ITIL4. Hasil perbaikan menunjukkan bahwa rekomendasi dapat meningkatkan efektivitas penanganan layanan, mempercepat proses, dan meningkatkan kepuasan pengguna. Penelitian ini memberikan kontribusi nyata dalam peningkatan manajemen layanan TI di institusi pendidikan.

Kata Kunci: ITSM, Manajemen Permintaan Layanan; ITIL4; UPA TIK Undiksha

ANALYSIS OF SERVICE REQUEST MANAGEMENT PRACTICE USING ITIL4 FRAMEWORK AT UPA TIK UNDIKSHA

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ABSTRACT

This study aims to analyze the practice of service request management at UPA ICT Undiksha based on the ITIL4 framework. The problems found include the absence of a service request catalog, lack of process automation, and requests that are not in accordance with the tasks and functions of the unit. This study was conducted using a case study approach with interview, observation, and documentation study methods. The results of the analysis indicate a gap between current practices and ITIL4 guidelines, especially in terms of categorization, automation, and process efficiency. The proposed solution is in the form of recommendations for improving SOPs and designing a service request catalog according to ITIL4 best practices. The results of the improvements show that recommendations can improve the effectiveness of service handling, speed up the process, and increase user satisfaction. This study makes a real contribution to improving IT service management in educational institutions.

Keywords: ITSM, Service request management; ITIL4; UPA TIK Undiksha

