

## ABSTRAK

ITIL merupakan salah satu *framework* untuk seluruh aktivitas pelayanan di dalam departemen IT. ITIL bertujuan untuk menyediakan sebuah *framework* untuk membuat pelayanan di bidang IT agar lebih konsisten, terpercaya, dengan biaya efektif dan dapat diukur, sehingga memberikan hasil yang menguntungkan organisasi secara keseluruhan sebagai satu kesatuan. *Continuous Service Improvement* sebagai salah satu bagian ITIL, bertujuan untuk meningkatkan pelayanan departemen IT secara terus menerus, sebab kebutuhan pengguna terus bertambah seiring dengan perkembangan jaman dan bertambahnya jumlah pengguna di PT. XXX. Analisa yang akan dilakukan di dalam tulisan ini yaitu analisa dengan menggunakan *7 Step Improvement Process* yang terdapat dalam *Continuous Service Improvement* untuk mengetahui apakah seluruh layanan IT pada PT. XXX pada kenyataannya sesuai dengan prosedur tertulis atau tidak, dan juga mengetahui adanya *gap* antara kenyataan dengan prosedur tertulis. Seluruh informasi di dalam tulisan ini diperoleh dengan studi kepustakaan dan wawancara dengan *MIS Manager* PT. XXX. Setelah seluruh analisa tersebut dilakukan, akan diketahui apakah ada layanan IT pada PT. XXX yang perlu diperbaiki sehingga dapat meningkatkan pelayanannya terhadap seluruh departemen PT. XXX.

**Keywords:** ITIL, *Continuous Service Improvement*, prosedur, layanan IT, *gap*, *framework*

## **ABSTRACT**

ITIL is one of a framework for all activities in IT department. ITIL has direction to have this framework to make all services in IT scope become more consistent, trustable, with effective cost and measurable, to give profitable result for whole organization as one. Continuous Service Improvement as a part of ITIL, directed to improve IT department's services continuously, because user's needs is increasing along with time periods and amount of users in PT. XXX. Analysis in this paper is analyze using 7 Step Improvement Process as a part of Continuous Service Improvement to find out are all real IT services in PT. XXX matches with written procedures, and also to find out are there has gap between real IT services with written procedures. All information in this paper are obtained from literature books and interview with MIS Manager from PT. XXX. After doing those analysis, it will find if there are IT services in PT. XXX needs to be improved to improve all services for all PT. XXX department.

**Keywords: ITIL, Continuous Service Improvement, procedures, IT services, gap, framework**

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