ABSTRACT

Bank NISP is a large bank in Indonesia and also have a large IT department so that necessary anilisis ITIL. Bank NISP already have many processes which includes service strategy, service design, service transition, and service operation. To improve the processes I will do continual service improvement in the bank which is focuses on the 7-step improvement process to all processes in the bank NISP, if there any deficiencies in the processes it will be seen at the time of the application of 7-step improvement process and from there can be improved in order to improve the performance of the processes of bank NISP.

Keyword = ITIL V.3, Continual Service Improvement

DAFTAR ISI

DAFTAR GAMBAR

DAFTAR LAMPIRAN