

ABSTRACT

PT. XYZ is a state owned enterprise which has the core business in the field of telecommunications and network services in Indonesia. The position of information technology (IT) in PT. XYZ is change in line with the development of company's business. TI initially only considered as a component of business support. However, according to the development of company's business, the position of IT in PT. XYZ is turned into a business enabler that used by company to realize their business strategies. Currently, the position of IT in PT. XYZ is as a service that the quality of IT should be guaranteed in the process of delivering value to both internal and external customers. Therefore, to establish an effective and efficient IT environment, PT. XYZ began adopting ITIL Version 3 in 2010.

As one of activities to guarantee the quality of IT, PT. XYZ has a target to achieve ISO 20000 certification in 2013. While ISO 20000 is a standard for service management capabilities that must be achieved and maintained, ITIL provides a set of knowledge that can be used to achieve these standards. To support the achievement of company's target, PT. XYZ needs a readiness maturity assessment and implementation maturity assessment for service operation processes. The objectives of this assessment are to measure the level of readiness, effectiveness and efficiency of service operation processes in the fulfillment of the company's business objectives. Processes that will be assessed are event management, incident management, request fulfillment, problem management and access management and its supporting functions.

The readiness and implementation maturity assessment results based on best practice ITIL Version 3 in PT. XYZ shows that the readiness level of using ITIL Version 3 is 4,1 or at the level 4 (Managed), while the implementation maturity level of using ITIL Version 3 is 4,04 or at the level 4 (Managed). Both of assessment results will be used to structure the improvement recommendations for the company.

Keywords: maturity assessment, ITIL.