ABSTRACT

Information technology is believed to support a company's or an organisation's business procesess and their core business delivery. University is one of an organisation or community services that enggaged in education. The technologies and the informations in a university is the key factor to support their business processes to delivery their services and as an asset to achieve the competitive advantages. Information technology governance (IT governance) is an important factor in the IT governance implementation. ITIL is one of an IT governance framework that has goals in improving the operational efficiency and the quality of a service in focus of ITSM.

Based on the results from interviews with one of manager assistant in UPT SISFO Telkom engineering school (TES) Telkom university. There's more than 10 complains received by UPT SISFO every day. Aproximately 80% of them are for the applications services that have been launced to academic community as well as to the other units in TES Telkom University associated with the design quality of services provided by UPT SISFO. On this basis, the needs of implementing ITIL v3 service design phase of ITSM activities in UPT SISFO becoming important.

To suit the UPT SISFO in the process of implementing ITIL on their information technology management . The author will build an information systems to support the information technology management based on ITIL v3 framework in service design stage using Java Enterprise Edition (J2EE) with a multitier architecture that implements the iterative and incremental methods . the information systems will include the service level management (SLM *) process , IT service continuity management (* ITSCM *) process and service catalogue management proces.*

Keywords : IT governance, information systems to support the ITSM activities based on ITIL v3 framework, service design, multitier architecture, J2EE.