

ABSTRACT

The continuous development of information technology has increased the complexity of company operations, necessitating integration processes to support improved company services. For the integration process to function effectively, proper Information Technology (IT) service management is required. Information Technology Service Management (ITSM) can be a suitable solution to support company services by managing infrastructure and service integration processes. However, ITSM has limitations in network visibility. To address this limitation, an additional application in the form of Network Monitoring Software (NMS), which focuses on network monitoring and analysis, can be utilized. Based on the above explanation, this study aims to implement and integrate iTop as ITSM and Zabbix as NMS, focusing on the integration process to provide better visibility of system monitoring on Ubuntu using the parameter of Ethernet speed degradation. This research is conducted using the Network Development Life Cycle (NDLC) method because of its structured approach and relevance to the study. The result of this research is the integration process of both software systems in creating Incident Management tickets in real-time. From all incidents that occurred in both systems, an average response time of 2.3 seconds was obtained from the detection of an incident until the automatic creation of a ticket.

Keywords— Incident Management, Integration, ITSM, NDLC, NMS