

ABSTRACT

Internet service is a component of information technology that supports hotel operations, such as security systems, reservation management, and the use of the Internet of Things. Therefore, it is very important to ensure that Internet services are always available. To ensure the availability of Internet services, an availability management process is required. Availability management is a process that aims to ensure that information technology services and components are available according to user needs and in optimal operational conditions. This research is expected to provide an analysis of existing conditions and provide recommendations to companies to manage the availability of internet services to support daily operations and provide an optimal experience for tenants. The method used in this research is statistical analysis. The metrics used include technical data of network devices and management to provide service management design recommendations. The results of statistical analysis show that the existing condition availability value is 87.43%, MTBF reaches 476.3 hours, MTTR is 63 hours while the ideal value set for availability is 99%, MTBF 713 hours, and MTTR 7 hours. Based on the results of the analysis, the existing condition value has not reached the ideal value set because the cause of internet unavailability is still managed responsively. Therefore, service management design recommendations are given to achieve the ideal value.

Keywords— availability management, internet service, service level, service management.