

ABSTRACT

In an increasingly complex digital era, managing information security has become a critical component in maintaining the stability of information technology (IT) services in public sector organizations. PT Jasa Raharja, a state-owned enterprise operating in social insurance, faces challenges in ensuring the security of its information systems that support daily operations. This study aims to analyze the implementation of information security management services at PT Jasa Raharja based on the ITIL version 3 framework, specifically focusing on the Information Security Management (ISM) process. The research was conducted using a qualitative case study approach, involving interviews, analysis of internal company documents, and the use of questionnaires to assess process capability levels. The results indicate that the maturity level of the ISM process is at Level 2 (Repeatable) until Level 3 (Defined), with several gaps identified in the areas of people, process, and technology. These findings were used to develop improvement recommendations, including procedural policies, cross-unit training, and the adoption of supporting technologies such as incident reporting systems and security dashboards. This research contributes to efforts in improving IT service management in the public sector and encourages the structured and sustainable adoption of the ITIL framework.

Keywords: *Information Security Management, ITIL v3, IT Service Management, Information Security, PT Jasa Raharja*