PREPARATION OF SERVICE LEVEL AGREEMENT (SLA) USING ITIL VERSION 4 AT BALIKPAPAN HIGH SCHOOL OF ECONOMICS

Nama Mahasiswa   : Khofifah Maudi Irawati
NIM   : 10191044
Dosen Pembimbing Utama   : I Putu Deny A. S. P, S.Kom., M.Eng
Dosen Pembimbing Pendamping : Yuyun Tri Wiranti, S.Kom., M.MT

ABSTRACK

Universities must support and play a role in national technology research, in the field of academic administration services. Balikpapan College of Economics is a university that is required to respond to existing developments. The role of information technology has been provided by the STIE Balikpapan Computer & IT Laboratory Section, providing information technology services to assist the needs of the entire academic community at STIE Balikpapan, but there are still problems and complaints received by service users, the help desk provided does not have a basic knowledge and reference in resolving user complaints. To overcome these problems a Service Level Agreement (SLA) is required which is described in the ITIL V4 framework. The research was carried out in 3 main stages namely, the preparation stage, the SLR preparation stage and the SLA preparation stage. In the preparatory research, it was found that there were 11 available service category data, a list of available services totaling 35, a list of service users and service explanations in the form of service descriptions. Then in the SLR preparation stage research conducted interviews with service users from each user who has an important role in the available information system, obtained information on every constraint and impact of information system problems and services needed by users in the help desk service. Meanwhile, at the SLA preparation stage, capabilities were obtained regarding service handling time, contact information, operational hours of the STIE Balikpapan help desk and an analysis was carried out using the warranty aspect of the help desk service by identifying handling capabilities, security and continuity of the service handling process targeted by the help desk. With a total of 47 (forty seven) services, availability calculations were carried out to obtain a percentage of service availability of 94.23% during working hours and 98% during 7 days for maintenance services in the high availability category. The SLR and SLA compiled have been verified and approved by the Head of the STIE Balikpapan Computer & IT Laboratory.

Kata kunci:
Help Desk, ITIL V4, , STIE Balikpapan, SLR, SLA