

**PREPARATION OF SERVICE LEVEL AGREEMENT IN
INFORMATION TECHNOLOGY SERVICES AT BALIKPAPAN STATE
POLYTECHNIC BASED ON ITIL VERSION 4 FRAMEWORK**

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ABSTRACT

The existence of IT services in an organization, especially in tertiary institutions, is increasingly becoming a challenge to improve the quality and performance of the services provided. Balikpapan State Polytechnic (Poltekba) is one of the state tertiary institutions in Balikpapan City that implements and utilizes IT in internal activities related to managing student, employee, financial, academic, planning, and SK documents. To support the application of information systems and technology at Poltekba, an Information System Technical Service Unit (UPTSI) was also formed. This is due to the current conditions at the Poltekba, namely the lack of basic knowledge and standard references regarding what services must be provided and the warranty aspects for running help desk services. Therefore, to overcome this, this research can be completed by compiling an agreement document between service providers and service users. This document is called the Service Level Agreement (SLA) using the ITIL Version 4 framework, which is carried out in three main stages: the initial preparation stage, the SLR preparation stage, and the SLA preparation stage. The preparation stage involves obtaining IT service category data, IT service category user data, and IT service identification. The SLR document preparation stage obtains the required service results, documentation, and verification. The SLA preparation stage obtains the UPTSI capability results, which are documented in an SLA document based on the aspects of availability, security, and sustainability and then verified. So that for the results of the research at the preparatory stage, the results obtained were 8 service categories and 32 information technology helpdesk services available at UPTSI Balikpapan State Polytechnic. Then, at the SLR document preparation stage, the results of documentation of helpdesk services were obtained based on the results of interviews with UPTSI, totaling 26 services, benchmarking 30 services, and the user service needs of 55 services. Meanwhile, the SLA document preparation stage resulted in the documentation of 55 helpdesk services, with a service availability rate of 94.03%. Verification and handover of the SLR and SLA documents were carried out with the Head of UPTSI Balikpapan State Polytechnic.

Keyword : ITIL Versi 4, Manajemen Layanan TI, Politeknik Negeri Balikpapan, *Service Level Agreement*, UPTSI