

# DESIGN OF SERVICE CATALOGUE MANAGEMENT BASED ON SERVICE PORTFOLIO AT BALIKPAPAN UNIVERSITY USING FRAMEWORK ITIL VERSION 4

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## ABSTRACT

*Technology and information are currently proven to provide convenience to human work in all aspects of life. The development of IT has also provided an opportunity for the public to obtain information and have a major impact on meeting the public's need for information disclosure, efficiency and better service. Various information technology services available in the fields of education, industry, health and government aim to improve the performance and performance of companies, agencies or organizations. With the problems, policies, and strategies that exist at BPSTI, University of Balikpapan, this research will focus on creating service documents that will be provided to users. This research will raise the title Service Catalog Management Design based on Service Portfolio at the University of Balikpapan using ITIL Version 4. The results of this study are that there are 64 services included in the Business Service Catalog and Technical Service Catalogue documents. It is hoped that the existence of activity documents on business processes, documentation of IT service policies and service catalogs will be able to become a complete source of information, knowledge, references regarding services in order to minimize problems regarding services at BPSTI University of Balikpapan*

### **Kata kunci :**

*BPSTI Universitas Balikpapan, ITSM, ITIL V4, Service Catalogue Management*