

**EVALUASI *PROBLEM MANAGEMENT* LAYANAN SISTEM
INFORMASI PADA PT XYZ MENGGUNAKAN
STANDAR ISO/IEC 20000-1:2018**

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ABSTRAK

Pengelolaan layanan teknologi informasi yang terstruktur sangat penting bagi PT XYZ selaku perusahaan pembiayaan berskala dalam menjaga kualitas layanan bagi penggunaanya. Proses *problem management* yang tidak dikelola secara sistematis berisiko menimbulkan gangguan berulang yang memengaruhi kinerja sistem. Penelitian ini bertujuan menganalisis penerapan proses *problem management* pada layanan TI PT XYZ menggunakan standar ISO/IEC 20000-1:2018 klausa 8.6.3. Metode yang digunakan bersifat kuantitatif melalui observasi, wawancara, studi literatur, dan kuesioner kepada 80 responden divisi IT Operations, dengan instrumen berbasis indikator CMMI serta uji validitas dan reliabilitas. Hasil penelitian menunjukkan seluruh aktivitas klausa 8.6.3 memperoleh nilai rata-rata di atas 3,90 (kategori *Largely Achieved*), dengan capaian kelima subproses berkisar 82%–85% dan *gap analysis* menunjukkan kesenjangan 1 level (*current level 4, expected level 5*) di seluruh subproses. Temuan ini mengindikasikan proses *problem management* PT XYZ telah berjalan konsisten, namun masih memerlukan penyempurnaan pada analisis akar penyebab masalah dan koordinasi eskalasi agar mencapai kategori *Fully Achieved*.

Kata Kunci: *Problem Management*, ISO/IEC 20000-1:2018, *IT Service Management*, CMMI, Evaluasi Layanan TI.

Evaluation of Problem Management for Information System Services at PT XYZ Using the ISO/IEC 20000-1:2018 Standard

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ABSTRACT

Structured IT service management is essential for PT XYZ, as a large scale financing company, to maintain the quality of services provided to its users. Problem management processes that are not managed systematically may lead to recurring incidents that negatively affect system performance. This study aims to analyze the implementation of the IT problem management process at PT XYZ based on Clause 8.6.3 of the ISO/IEC 20000-1:2018 standard. A quantitative research approach was employed, using observation, interviews, literature review, and questionnaires distributed to 80 respondents from the IT Operations division. The research instrument was developed based on Capability Maturity Model Integration (CMMI) indicators and was tested for validity and reliability. The findings indicate that all activities under Clause 8.6.3 achieved an average score above 3.90, categorized as Largely Achieved, while the five subprocesses attained achievement levels ranging from 82% to 85%. Furthermore, the gap analysis revealed a one-level difference between the current maturity level (Level 4) and the expected maturity level (Level 5) across all subprocesses. These findings suggest that PT XYZ's problem management process has been implemented consistently; however, improvements are still required, particularly in root cause analysis and escalation coordination, to achieve the Fully Achieved category.

Keywords: *Problem management, ISO/IEC 20000-1:2018, Capability Level, IT Service Management, Information Technology Service.*