

Abstrak

IT Change Management adalah salah satu proses elemen penting di *IT Service Transition* (ITIL) untuk memastikan kualitas layanan dan dukungan *IT* kepada *user/customer* sesuai dengan yang diharapkan dan disepakati. Saat ini *IT Change Management* proses di Indosat Ooredoo sudah berjalan tetapi masih belum sesuai dengan yang diharapkan. Masih banyak gap yang teridentifikasi dan butuh strategi *IT Change Management* yang tepat sesuai dengan tingkat kematangan (*maturity level*) yang diharapkan oleh *stakeholders*.

Penelitian ini menggunakan *framework* ITIL dan metodologi SSM (*Soft System Methodology*), sebagai referensi. Peneliti melakukan mapping antara analisis lingkungan eksternal SI/TI dengan analisis lingkungan internal SI/TI dengan menggunakan SWOT (*Strength, Weakness, Opportunity, Threat*). Sehingga dihasilkan strategi SI/TI yang diharapkan (*to be*). Strategi SI/TI yang diharapkan ini kemudian dibandingkan dengan strategi SI/TI pada kondisi saat ini. Perbandingan kedua strategi tersebut akan menghasilkan *IT Change Management* yang diharapkan. Selanjutnya *IT Change Management* yang diharapkan dibandingkan kembali dengan *IT Change Management* pada kondisi saat ini. Hasil dari perbandingan ini didapatkan *Gap/kesenjangan* dari *IT Change Management*. Kemudian Peneliti membuat Strategi *IT Change Management* berdasarkan kesenjangan yang telah teridentifikasi (Antara lain Proses, People, Organisasi, Komunikasi, System dan kebijakan).

Diharapkan dengan Strategi *IT Change Management* dapat diimplementasikan sesuai dengan *timeline* dan mendapatkan dukungan sepenuhnya dari Manajemen Indosat Ooredoo, Karena hal ini akan memberikan peningkatan kualitas layanan dan dukungan IT kepada *user/customer* dan membantu perusahaan untuk meningkatkan pendapatan dan tingkat kepuasan pelanggan.

Kata Kunci: Manajemen Perubahan TI, kerangka kerja ITIL, tingkat kematangan, siklus layanan ITIL, *Soft System Methodology*, Strategi SI/TI.

Abstract

IT Change Management is one of the important element processes in IT Service Transition (ITIL) to ensure the quality of service and IT support to users / customers as expected and agreed. Currently IT Change Management processes in Indosat Ooredoo is implementing but still not as expected. There are still many gaps identified and need an appropriate IT Change Management strategy in accordance with maturity level expected by stakeholders.

This study uses the ITIL framework and the SSM (Soft System Methodology) methodology, as a reference. The researcher mapped the analysis of the external IS / IT environment with the internal IS / IT environment analysis using SWOT (Strength, Weakness, Opportunity, Threat). So that the IS / IT strategy is expected (to be). The expected IS / IT strategy is then compared to the IS / IT strategy in the current condition. Comparison of the two strategies will result in the expected IT Change Management. Furthermore, IT Change Management is expected to be compared again with IT Change Management in the current conditions The result of this comparison is the gap / gap of IT Change Management. Then the researcher makes IT Change Management Strategy based on identified gaps (including Process, People, Organization, Communication, System and policy).

Hopefully the IT Change Management Technology can be implemented as timeline and got support from Indosat Ooredoo Top Management, since it will provide improved service quality to user/customer and help company to increase revenue and customer satisfaction as well.

Keywords: IT Change Management, Information Technology Infrastructure Library (ITIL) framework, maturity level, Information Technology Infrastructure Library (ITIL) life cycle, Soft System Methodology (SSM), Information System/Technology Strategy.