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## **ABSTRACT**

*Service Level Management is used by organizations to determine the level of IT services needed to support the business. It also enables monitoring to identify whether the required service levels are being achieved. COBIT is used as supportive mechanism to define or fine-tune SLM processes. COBIT also provides tools to assess and measure the organization's IT environment against its 34 IT Processes. One of the tools used is Maturity Model, which is a method of scoring to grade a certain IT Process from Non-existent (0) to Optimized (5).*

***Keyword: SLM, COBIT, Maturity Model***

# TABLE OF CONTENTS

Front Page .....	i
Statement of Purpose.....	ii
Supervisor Approval.....	iii
ACKNOWLEDGEMENT.....	iv
ABSTRACT .....	v
LIST OF CONTENTS.....	vi
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
CHAPTER I INTRODUCTION.....	1
1.1 Overview .....	1
1.2 Problem Analysis .....	3
1.3 Project Objectives .....	10
1.4 Scope of the Project .....	10
CHAPTER II THEORITICAL FRAMEWORK.....	12
2.1 Service Level Management.....	12
2.2 COBIT Framework .....	14
2.2.1 Planning and Organization.....	17
2.2.2 Acquisition and Implementation.....	18
2.2.3 Delivery and Support .....	19
2.2.4 Monitoring and Evaluation.....	21
2.3 COBIT Maturity Model .....	22
CHAPTER III PROJECT METHODOLOGIES.....	27
3.1 Consideration .....	27
3.2 Research Framework.....	29
3.2.1 Business Focus .....	30
3.2.2 Process Oriented .....	32
3.2.3 Control Based.....	34
3.2.4 Measure Driven.....	36

3.3 Research Methodologies .....	40
3.3.1 Identify the Needs .....	40
3.3.2 Define Self-assessment and Goal Identification .....	41
3.3.3 Analyze Gap.....	43
3.3.4 Define Solution .....	43
CHAPTER IV PERFORMANCE ANALYSIS .....	44
4.1 Capability Maturity Models.....	44
4.2 Current Performance Analysis .....	45
4.2.1 Defining Service Level Requirements .....	47
4.2.2 Develop Service Level Agreement .....	49
4.2.3 Monitoring and Reporting on SLA .....	51
4.2.4 Perform SLA Review.....	53
4.3 Gap Analysis .....	65
CHAPTER V CONCLUSION.....	70
5.1 Result.....	70
5.2 Recommendations .....	71
BIBLIOGRAPHY .....	74
REFERENCE.....	75
APPENDIX.....	A-1
CURICULLUM VITAE	

## LIST OF TABLES

Table 4.1 Example Control Objectives of DS1 for level 3.....	56
Table 4.2 Computation of the Maturity Level Compliance Value.....	57
Table 4.3 Computation of the Normalized Compliance Vector.....	58
Table 4.4 Computation of the Summary Maturity Level .....	59

## LIST OF FIGURES

Figure 1.1. Telkomsel Performance .....	5
Figure 1.2. Percentage Ownership of Telkomsel's Shares .....	6
Figure 1.3. Organizational Structure of IT Department.....	9
Figure 2.1. SLM Structures.....	14
Figure 2.2. COBIT Framework.....	16
Figure 2.3. The Scale for Maturity Model .....	24
Figure 3.1. COBIT Management, Control, Alignment and Monitoring .....	30
Figure 4.1. SLM Process Overview .....	46
Figure 4.2. Defining Service Level Requirements.....	48
Figure 4.3. Developing Service Level Agreement .....	50
Figure 4.4. Monitoring and Reporting Service Level Agreement .....	52
Figure 4.5. Performing Service Level Agreement Review .....	54