

**ABSTRAK**

Judul : Analisis Tingkat Kematangan *E-learning* Menggunakan ITIL 4  
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Sistem *e-learning* melakukan evaluasi menggunakan kerangka kerja ITIL dengan model *Maturity Level*. Evaluasi ini dilakukan karena didapat insiden terkait penanganan sistem *e-learning* seperti *website down*, fitur di *e-learning error*, *upload file* yang tidak *update*, tidak adanya informasi mengenai status insiden serta waktu respon staf BTIK yang tergolong lambat. Tujuan evaluasi ini untuk dapat mengetahui posisi *maturity level* dan melakukan perbaikan pada praktik *incident management* dan *service desk*. Evaluasi dilakukan dengan metode kuesioner ITIL *Maturity Level Self Assessment*. Responden penelitian ini dipilih dengan teknik *purposive sampling* sebanyak 3 responden. Hasil *assessment* kuesioner memperoleh *level 1.5 management intent*. *Level* ini memiliki arti bahwa BTIK tidak memiliki aturan baku dalam penerimaan laporan pengguna, pengelolaan insiden serta tidak melakukan pendokumentasian. Hasil dari penelitian ini berupa rekomendasi perbaikan yang didapat dari metode analisis *gap* dan analisis *Service Value Chain (SVC)*. Rekomendasi tersebut berupa usulan dokumen SOP, SLA dan KPI serta perancangan *roadmap* untuk dapat membantu BTIK dalam menentukan prioritas dari rekomendasi yang dihasilkan penelitian ini, agar dapat diterapkan menjadi jelas dari waktu ke waktu.

**Kata Kunci:** *E-learning, Maturity Level, Incident Management, Service Desk*

**ABSTRACT**

*Title : Maturity Level of E-Learning using ITIL 4 (Case Study in Esa Unggul University)*  
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*The e-learning system evaluates using the ITIL framework with the Maturity Level model. This evaluation was carried out because there were incidents related to the handling of the e-learning system such as website downs, features in e-learning errors, file uploads that were not updated, the absence of information about the status of the incident and the slow response time of BTIK staff. The purpose of this evaluation is to find out the position of the maturity level and make improvements to incident management and service desk practices. The evaluation was carried out using the ITIL Maturity Level Self Assessment questionnaire method. Respondents of this study were selected by purposive sampling technique as many as 3 respondents. The results of the assessment questionnaire obtained level 1.5 management intent. This level means that BTIK does not have standard rules in receiving user reports, managing incidents and not carrying out documentation. The results of this study are recommendations for improvement obtained from the gap analysis method and Service Value Chain (SVC) analysis. The recommendations are in the form of proposed SOP, SLA and KPI documents as well as the design of a roadmap to be able to assist BTIK in determining the priorities of the recommendations produced by this research, so that they can be applied clearly from time to time.*

**Keywords:** *E-learning, Maturity Level, Incident Management, Service Desk*