

**CREATING IT SUPPORT POLICY ON HANDLING
IT INCIDENTS TO MEET IT GOVERNANCE MATURITY TARGET**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

CREATING IT SUPPORT POLICY ON HANDLING IT INCIDENTS TO MEET IT GOVERNANCE MATURITY TARGET

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The incident management process organized by service desk for an organization sometimes is operated without standard. The management in institution X comes to a certain level where they understand that their service desk operated without standard provides trouble shooting to low difficulty level incidents without any improvement and therefore inefficient. The improvement of incident management process needs to follow a certain framework, because it is related with critical day-to-day activities and the management chooses COBIT 5®. The thesis is started by assessing the maturity level, continued by creating policy, Service Level Agreement, Operational Level Agreement, including preparation of the standard input, output and action work products according to the framework. The policy is applied in two different periods in the institution with a number of policy items, control items and key metrics or target to achieve. This research studies show that the policy is not effective to improve service desk effectiveness in the short run. The reasons are to follow the policy, both the users should be educated in a longer period and IT department should be able to utilise all the work products well.

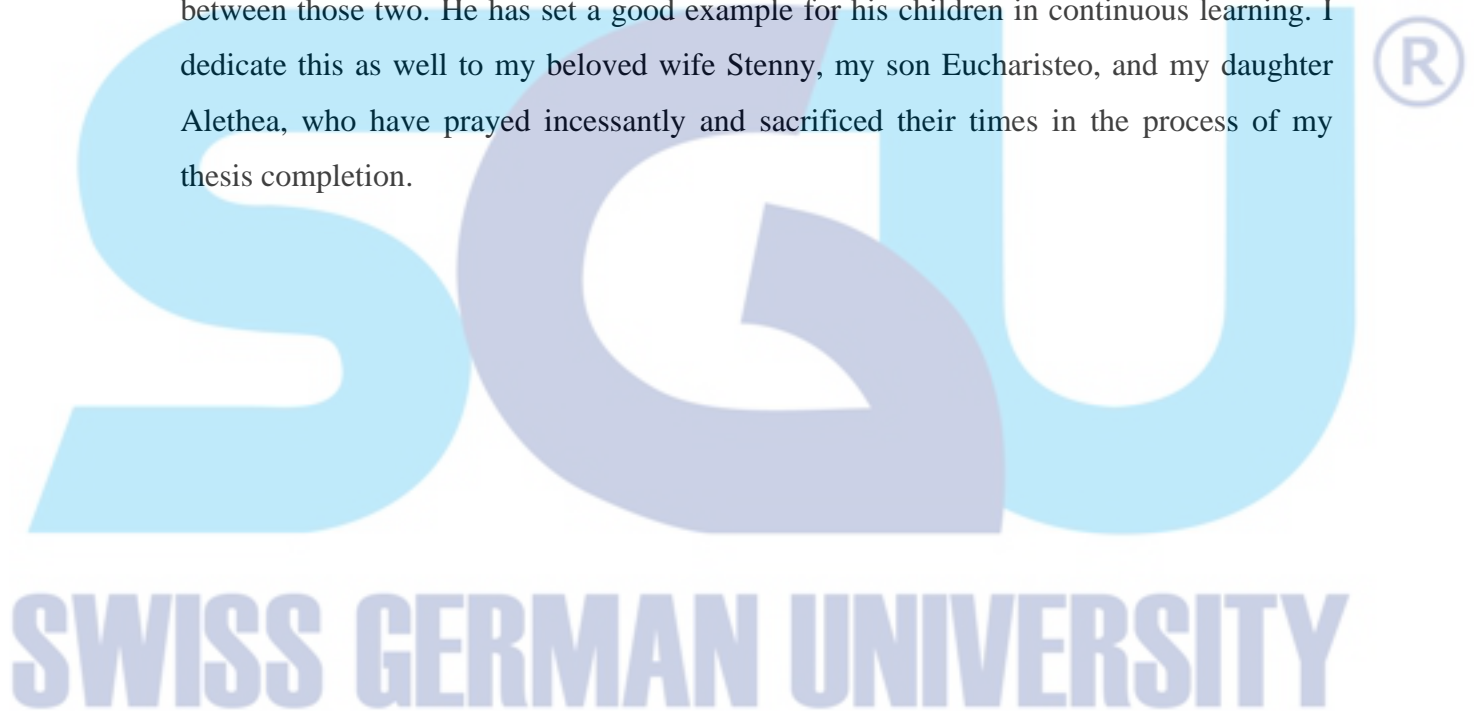
Keywords: Incident Management, Policy, Service Desk, Governance

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DEDICATION

I dedicate this thesis to my father Harry Zakaria Soehardja who has inspired me greatly in how to change what I can change, to accept what I cannot change and to differentiate between those two. He has set a good example for his children in continuous learning. I dedicate this as well to my beloved wife Stenny, my son Eucharisteo, and my daughter Alethea, who have prayed incessantly and sacrificed their times in the process of my thesis completion.



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