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# Implementation of incident and problem management to achieve service level agreement

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## Abstract

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## Abstract

The success in providing a service that is best proved can also provide a good spectacle for viewers around Indonesia. Why is that? The development of broadcasting is no longer only be enjoyed through the medium of television, but also through other visual media (such as gadgets, laptops, smartphones, et al.). To meet these needs, the IT division of LPP TVRI be prepared to provide services to support those needs, not only for the audience but also supports internal performance LPP TVRI. performance LPP TVRI. This study aims to assess how much the level of maturity of the Service Level Agreement which may be provided by the IT department through a matrix approach to the management of incident and problem management in the framework ITIL Version 3. The final result of this study is to analyze the

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## Author keywords

Incident Management; ITIL Version 3; Problem Management; Service Level Agreement

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