

ABSTRACT

Hafiz Nasrullah (2021081067)

IT Seat in IT Service Management at PT Telkom Satelit Indonesia

IT Seat is an important process in IT service management which aims to manage and optimize the use of IT devices in every job position at PT. Telkomsat. While carrying out professional work (KP), practitioners manage the hardware and software used by employees, ensuring that each "seat" or work position is equipped with appropriate equipment, is well managed, and can support productivity. This process involves several activities such as monitoring the device procurement process, deployment of the procurement process, maintenance and management of incidents and service requests related to device disruptions. By implementing the IT Seat Management framework in the IT Service & Infrastructure division, PT Telkomsat can ensure that the devices that can be used are always in good condition and meet employee needs efficiently. Effective implementation of IT Seat Management can support the smooth management of information technology (IT) services and contribute to achieving the company's business goals.

Keywords: *IT Seat, IT Service & Infrastructure, Device Management, Monitoring, Deployment*