

## **ABSTRACT**

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### ***Management of IT Infrastructure and Operational Services at PT. ABC***

*This Professional Internship aims to support the smooth operation of the company by managing information technology infrastructure, which plays a crucial role in ensuring operational continuity. Effective management of IT operational services helps minimize disruptions, improve work efficiency, and ensure that IT-related devices and systems function optimally to meet the company's needs. The activities include resolving issues with hardware and software, maintaining networks, and providing technical support to ensure seamless business processes.*

*This Professional Internship was conducted at PT. ABC, where the intern worked as IT Support under the supervision and guidance of the Information Systems Department. During the internship, the intern had the opportunity to address technical issues related to hardware within the network, perform maintenance on these devices, and support data management to ensure the efficiency of the company's IT systems.*

*The results of this internship highlight the crucial role of IT Support in managing IT infrastructure and services to maintain the smooth operation of the company and minimize disruptions that could hinder productivity. In conclusion, this role not only enhanced the intern's technical skills but also made a significant contribution to the smooth operation of PT. ABC.*

**Keywords:** *IT Support, Infrastructure, Networking*