

ABSTRACT

PT. Kereta Api Indonesia (Persero) is a State Owned Enterprise which provides, manages, and administers the railway transport services in Indonesia. And it has developed the structure and system of governance of information technology in 2012. The application of Good Corporate Governance (GCG) in PT Kereta Api Indonesia (Persero) is constantly improved by considering the regulation of the State Minister of State Enterprises Regulations No. PER-01/MBU/2011 regarding the application of good corporate governance in a state owned enterprise.

Based on the results of assessments, PT. Kereta Api Indonesia (Persero) still have shortcomings in terms of the delivery of IT services by information systems Unit to Business Unit Freight Transportation Service, i.e. the lack of documentation that can be built to aligned IT services with business goals and provide satisfaction to customers (Business Unit Freight Transportation Services). Therefore, PT. Kereta Api Indonesia (Persero) trying to implement ITIL version 3 in terms of designing service design to improve quality of service through the implementation of the service.

Service design on the research will focus on the domain of the service catalogue management and service level management. This document will result in a service catalogue, service portfolio, service level agreement, operational level agreement and service level requirement. The result of service design will be a recommendation for PT. Kereta Api Indonesia (Persero) to improve the quality of their IT services.

Keywords: *Good Corporate Governace, IT Governance, ITIL, Service Design, Service Catalogue Management, Service Level Management.*