

ABSTRACT

Bandung City Government through the Department of Communication and Informatics has implemented the use of IT in all governmental aspects. It is intended so that Diskominfo can provide maximum IT services to all users of the service. However, the increased role of IT is not followed by implementation of good IT governance(management??). Therefore we need to make sure that the usage of IT could support governance objectives. Based on the decision of the Ministry of Communication and Information of the Republic of Indonesia through the Minister of Communication and Information Technology Regulation No.41/PER/MEN.KOMINFO/11/2007 about General Guidelines for National Information and Communication Technology, the increasing application of IT must be balanced with the implementation of good IT governance. To comply with the regulations, it is necessary to design the IT management service in Government of Bandung. The process of designing the ITSM management in this research is by adopting ITIL version 3 2011 Design Service domain.

The process of designing the Design Service domain begins by assessing the capability of each process that are contained in the domain service design, then it's analyzed to determine the priority of processes. The processes that done in this research are service catalog management, service level management, information security management, and supplier management. The result of this research is the IT policies, procedures and standard documents of the selected process. The results of the research design is expected to be used in the process of IT service management.

Keywords: ITIL, Service Design, Service Catalogue Management, Service Level Management, Information Security Management dan Supplier Management, IT Governance.