

ABSTRACT

PT. Pos Indonesia is a State Owned Enterprises that engaged in the field of public service which has 3 fields of the letter and parcel business, financial services and logistics. PT. Pos Indonesia is implementing GCG (GCG) information technology governance according to decision of SOEs (State Owned Enterprises) No. KEP-117/M-MBU/2002 of the implementation of good corporate governance practices in State-Owned Enterprises. From the results of the audit has been done before, PT. Pos Indonesia only reached the level of 1.2 Maturity Level. With this PT. Pos Indonesia is trying to improve the effectiveness of the application of Information Technology Governance (IT Governance) in the field of management services to customers and also want to increase the value of the service companies that have strong competitive value, both nationally and internationally every year always want to increase the number of transactions and improve services to customers.

Designing Application Management on Maintenance & Control cluster using Application Service Framework Library (ASL) which will be done include the Configuration Management, Incident Management, Availability Management, Capacity Management, Service Catalog and Application Change Management Management. The Entire process of designing the Application Management service will be conducted at PosPay PT. Pos Indonesia.

The results of the draft Application Management using ASL framework on services PosPay In PT. Pos Indonesia shows that to improve the quality of service and level of maturity by 3. By designing the Application Management, PT. Pos Indonesia is expected to design Management Configuration, Incident Management, Availability Management, Capacity Management, Service Catalog and Change Management processes. The Results of this Designing Application Management is a recommendation for PT. Pos Indonesia in terms of IT Service Management.

Keywords: ASL, Application Management, Governance, Framework, Standard Operational Procedure.

ABSTRAK

PT. Pos Indonesia merupakan sebuah Badan Usaha Milik Negara yang bergerak di bidang pelayanan publik yang mempunyai 3 bidang bisnis yakni surat dan paket, jasa keuangan dan logistik. PT. Pos Indonesia menerapkan GCG (*Good Corporate Governance*) dalam tata kelola teknologi informasi sesuai dengan keputusan BUMN (Badan Usaha Milik Negara) Nomor: KEP-117/M-MBU/2002 tentang penerapan praktek *Good Corporate Governance* pada Badan Usaha Milik Negara. Dari hasil audit yang telah dilakukan sebelumnya PT. Pos Indonesia hanya mencapai Maturity Level sebesar 1,2. Dengan ini PT. Pos Indonesia berusaha meningkatkan keefektifan penerapan Tata Kelola Teknologi Informasi (*IT Governance*) di bidang pengelolaan layanan kepada pelanggan dan juga ingin meningkatkan value layanan perusahaan agar memiliki nilai kompetitif yang kuat, baik nasional dan internasional setiap tahun selalu ingin bertambah jumlah transaksi dan meningkatkan layanan bagi *customer*.

Perancangan *Application Management* pada cluster Maintenance & Control dengan menggunakan *Framework Application Service Library* (ASL) yang akan dilakukan meliputi proses *Configuration Mangement*, *Incident Management*, *Availability Management*, *Capacity Management*, *Service Catalogue* dan *Change Management*. Keseluruhan proses perancangan *Application Management* tersebut akan dilakukan pada layanan PosPay PT. Pos Indonesia.

Hasil rancangan *Application Management* menggunakan *framework* ASL pada layanan PosPay Di PT. Pos Indonesia merekomendasikan untuk meningkatkan kualitas layanan dan Maturity Level sebesar 3. Dengan melakukan perancangan *Application Management*, PT. Pos Indonesia diharapkan merancang proses *Configuration Mangement*, *Incident Management*, *Availability Management*, *Capacity Management*, *Service Catalogue* dan *Change Management*. Hasil Perancangan *Application Management* ini merupakan rekomendasi bagi PT. Pos Indonesia dalam hal IT Service Management.

Kata kunci: ASL, *Application Management*, Tata Kelola, *Framework*, *Standard Operational Procedure*.

