

ABSTRACT

Institute of Public Administration (IPDN) is an official highest institution under of Ministry of Home Affairs Indonesia that would have to planning and developing the use of IT, especially in the field of academic services in order to support the performance of an academicians in the institution. Based on IT Blueprint years 2015-2019 states adequacy analysis component of IT Governance is not adequate. It can be seen from the maturity level assessment has been done in IPDN obtained in level 1 or initial.

From the analysis of this problem, so do that analyze funding priorities so that the risk analysis proposed a draft specific IT Governance domain service design in framework ITIL V.3. The design focused on two process in service design are service catalog management and service level management. Results of the design in the form of Standard Operating Procedure (SOP), documents Service Level Requirements, Service Level Agreement, Operational Level Agreement, and Service Catalog. Results of this study are expected to be IPDN become the good development information for the sake of improvement and increase IT governance capabilities.

Keywords : ITIL V.3, Service Design, Service Level Management, Service Catalogue Management, Service Catalog, Standard Operating Procedure