ABSTRACT

The use of Information Technology (IT) *in the agency should be accompanied with careful management by looking* IT *as an asset owned by the agency in order to create an* IT *governance that can ensure the use of* IT *that is aligned with business needs in order to support the achievement of agency's objectives.*

Pusat Penelitian dan Pengembangan Sumber Daya Air (PUSAIR) *is a non-profit government agency that focuses on providing research services. The delivery of quality services becomes an important focus for PUSAIR's performance. Based on the list of user complains can be seen that there are some disturbance on PUSAIR's* IT *services that still exist because of the damage or decreased performance from* IT *infrastructure. Based on the book of Local Area Network (LAN) network management and Internet output in 2014, a problem on* PUSAIR *about IT infrastructure management is found, which are the conditions and* IT *infrastructure data are not well documented.*

Based on PUSAIR's needs, the IT *governance based on* IT *Service Management (ITSM) that provides a standardized approach to optimize* IT *service. Information Technology Infrastructure Library* (ITIL) *is a service-based framework that can be a guide in designing PUSAIR's* IT *governance. Therefore, the design of change management and service asset and configuration management on service transition* ITIL V3 (2011) *domain will be conducted. This research will produce standard operational proceure* (SOP) *change management, standard operational procedure* (SOP) *service asset and configuration management and request for change template.*

Keywords : IT *governance*, ITIL, ITSM, *service transition*, *change management*, *service asset and configuration management*.