

## **ABSTRACT**

*Information technology is an important thing for increasing effectiveness and efficiency in order to reach organization's goals. Pusat Penelitian dan Pengembangan Sumber Daya Air (PUSAIR) is a government agency that implements information technology for its operational activities. Increasing the service quality is one of PUSAIR's targets in order to give good services on the provided information technology services. According to the result of assessment system networking and infrastructure of PUSAIR on 2013, many IT services managed by PUSAIR are not operating properly, which causes a decrease in the quality of service. Based on the list of user complains, there are incidents and problems happened on information technology services. Those operational disturbances occur repeatedly, because there aren't clear guidance and documentations against PUSAIR's information technology service delivery and problem handling. Therefore, it needs IT Governance design that gives guidance on managing and improves the quality of IT services. Framework that can be used to design good governance is ITIL V3, because ITIL is the best practice that could improve the efficiency of organizational IT operations. In order to improve quality of services and handling IT operational problems, PUSAIR designs service operation for incident management and problem management. The design will recommend Standard Operational Procedure (SOP) for Incident Management and Problem Management, final report of incident handling, and final report of problem handling based on PUSAIR standard.*

*Keywords: IT Governance; ITIL V3, Service Operation, Incident Management, Problem Management*