

## **ABSTRACT**

*Information technology is an important thing for increasing effectiveness and efficiency in order to reach organization's goals. PT. Telkom Indonesia is a BUMN which implementing IT as their core business operational process. Enhancement quality of services being subjected by PT. Telkom Indonesia in providing superior services to their customer. ITSS, the division which has the responsibility to managing the IT services is the main actor to control the IT services provided by the company into or out the enterprise. Based on the researcher capability level assessment result data, the capability level of internal services are still not achieve the target in level 5. PT.Telkom's ITcompliance manager tell us that not all of the services were certified, the services are often experienced operational disruptions, because of the business process which applied today considered not effective and also doesn't have guidelines and good documentation process. It is necessary to design IT Governance that provides guidance to manage and improve the quality of the IT services division. Framework that the researchers use is ITIL 2011 version, because ITIL is a best practice that can improve the efficiency of enterprise IT operations. In this focus, researchers will design the service operation domain that include the process of incident management, problem management, request fulfillment. This study includes redesigning the business processes and will generate recommendations for current SOP improvement for all that three processes.*

*Keywords : IT Governance; ITIL versi 2011, service operation, incident management, problem management, request fulfillment*