

## **ABSTRACT**

Nowadays, Information Technology plays an important role in an organization, and not just a support equipment. Bandung City Government, as a government agency, make Information Technology into one of the visions, that need to be achieved. To achieve good governance based on Minister Regulation Number 41 in 2007, and the needs for alignment of IT assets with the purpose of the organization so IT can provide benefits and add value for the organization. Bandung City Government currently doesn't have policies and procedure that regulate about IT Service Management. Therefore, this study was conducted with the aim to create a procedure and a policy for the services provided by the Office of Communications and Information Technology of Bandung (Diskominfo) to always be optimal. This study also aims to make service management governance so that the management of IT service have certain quality and meet the needs of business customers, and improving the quality as the agreement with the customers. This study was conducted using ITIL v3 with Service Operation and Service Transition domain. ITIL v3 is used because Providing IT Service is one of the core business in Bandung City Government so it will be better if implement IT Service Management. ITIL is also a best practice that can improve IT operational efficiency. ISO 15504 was conducted to asses Capability Level of ITIL Process. Because of the inadequacy of the primary data, the assessment was also carried out by Governance, Risk, and Compliance method by mapping the objective of insitution with the risks related to the lack of ITIL processes. The results of the design are the governance policies and procedures related to the ITIL processes needed by the institution.

Keywords : IT Governance, IT Service Mnagement, Service Transition, Service Operation, ITIL v3