

ABSTRACT

Currently, the term IT Governance (ITG) is popular in the industrial world. Its role in ensuring the use of IT and company assets effectively and efficiently enables organizations to achieve their objectives. Hence, it is not surprising that Indonesian government advocates state-owned enterprises to implement ITG. The government effort is proven by the existence of some policies regarding the implementation of ITG such as Inpres No.3/2003 about regarding the utility of information and communication technologies and Permen BUMN No. 01/MBU/2011.

PT Pos Indonesia is one of the state-owned enterprises implementing ITG. Unfortunately, according to the reports of external audit in 2012, PT Pos Indonesia only achieved maturity level 1.2, which was still far-fetched from the government standard set for state-owned enterprises at maturity level 3. From the report, it is indicated that the compatibility between IT strategy and business is not optimum yet. Therefore, the redesigning of business-supportive IT service in the enterprise should be conducted.

To ease the implementation of ITG, the framework suitable for the business condition of the enterprise is needed. ITIL versi 2011 is the suitable framework for service-based enterprises like PT Pos Indonesia implementing IT Service Management (ITSM). Moreover, ITIL version 2011 has good track records as the mostly-used framework in the world.

Designing needs to be conducted in the critical business sectors of the enterprise, such as in Posindo Supporting Information System, especially in property sector which has the highest income target in the future. These maturity level and income target can be achieved by improving the efficiency of designing and the effectiveness of designing process, transition, operation, and refinement of IT service quality. The previous is the function of one of the domains in ITIL version 2011, which is service design.

Keywords : IT Governance; ITSM; BUMN; ITIL version 2011; Service Design.