

## **ABSTRACT**

*PT. Pos Indonesia is a state-owned enterprise in the field of public service that has three core business, they are financial services, mail, and logistic. Based on KEP-117/MBU/2002 about implementation of Good Corporate Governance, PT. Pos Indonesia has implement the Good Corporate Governance on their enterprise. Based on assessment using COBIT 4.1, PT. Pos Indonesia already reached maturity level at 1.2 (Initial phase). It can be defined through the assessment that there is no communication against technology's implementation on PT. Pos Indonesia. For increasing service's quality, PT. Pos Indonesia is trying to implement ITIL Version 2011 in terms of service design.*

*The process of service design that will be performed included design coordination, service catalogue management, service level management, availability management and capacity management. All the service design process will be designed on financial services, especially on Online Payment Engine service.*

*The result of service design by ITIL Version 2011 on financial service show that to improve service's quality and the maturity level into 3, PT. Pos Indonesia should design capacity management, availability management, service level management, service catalogue management and design coordination in a row. The result of service design is recommendation for PT. Pos Indonesia to manage IT Service Management.*

*Keywords: ITIL, Service Design, Good Corporate Governance, IT Governance, maturity level.*