

ABSTRACT

Pusat Penelitian dan Pengembangan Sumber Daya Air (PUSAIR) is a research and development center under the Ministry of Public Works, Republic of Indonesia. PUSAIR is a government agency that involves in the research and development of water resources. Currently, PUSAIR has implemented information technology on its operational activities. Delivery of information technology service on PUSAIR doesn't have a clear standard about person in charge of service and handling problems. In its vision, PUSAIR wants to be the leading agency in providing technology expertise services to support the availability of reliable water resources infrastructure. Therefore, to achieve this objective, PUSAIR needs good IT Governance in order to aligning its continuity of information technology with its business needs. IT Governance has been defined in the Regulation of the Minister of Communication and Informatics in 2010 namely Law No. 14/2008 on access to public information. PUSAIR applies IT Governance using framework ITIL V3 in terms of the design of service design. The design of service design is done on domain service catalogue management and service level management that produces service catalogue, service portofolio, service level agreement, operational level agreement and service level requirement documents. The results obtained from the design of service design are expected to be recommendations and implemented to improve the quality of PUSAIR's IT service in IT Service Management.

Keywords: ITIL, Service Design, Service Catalogue Management, Service Level Management, IT Governance