

ABSTRACT

PT. Kereta Api Indonesia (Persero) is state owned company that provide railway services and has three main business, passenger service, cargo service, and asset. in accordance with the minister of state owned enterprise regulation Number. PER-01/MBU/2011 about Good Corporate Governance practice on state owned enterprise, PT. Kereta Api Indonesia (Persero) have implemented GCG and asked to be submissive against the GCG principles. According to assesment result in 2013, PT. Kereta Api Indonesia (Persero) does not have a deal about IT service level between service provider with service user and there is no proper documentation on IT service which in tune with objective of business. Therefore PT. Kereta Api Indonesia (Persero) is trying to implement framework ITIL version 3 in the making of service design which appropriate with company 2015 business plan.

Process of making service design on this research is including the service catalogue management process and service level management. both of that processes will be done on passenger service and will produce documents of service catalogue, service portofolio, service level agreement, operational level agreement, and service level requirment. the result of this service design using ITIL framwork version 3 on passenger service be expected to become a recomendation for PT. Kereta Api Indonesia (Persero) to increase the quality of IT Services Management.

Keywords: ITIL, Service Design, Good Corporate Governance, Service Catalogue Management, Service Level Management.