

ABSTRACT

PT Pos Indonesia is one of the State-owned enterprises that concern in the service that has the main business activities, such as financial services, mail, logistics and other support services that require information technology. Information technology allows a company to reach business goals and objectives. However, not all companies are successfully implementing IT on his company because of IT governance. Therefore, it needs an effective IT governance planning strategy, which requires the implementation of a monitoring and control as well as directional.

In 2010 PT Pos Indonesia is committed to applying the principles of Good Corporate Governance (GCG) and do an assessment level of maturity using framework COBIT 4.1 by the external consultants and get a value scale 1.2 of the target 3, which means the organization does not provide a stable environment for developing new products, due to ineffective planning and development process is unpredictable and unstable, as well as the performance of individual capability relies on the expertise of its own. The framework for increasing the value of maturity at PT Pos Indonesia is the Information Technology Infrastructure Library (ITIL) version 2011 which is a framework used to implement and improve service management capabilities in PT Pos Indonesia which is also a company based on the services.

In accordance with the objectives of the company that wants to improve the company's maturity level to scale 3, then do design of using framework ITIL version 2011 on the process service design is design coordination, service catalogue management, service level management, capacity management and availability management. Object designing service design is a warehouse management system services that is part of the main logistics service.

The research activity recommend the current and future activities well documented in accordance with a template given by ITIL version 2011 with priority activities in the process DC, SCM, SLM, AM and CM, and will be used in WMS services to help reach the level of 3 (defined).

Keyword: State-owned enterprises, IT Governance, GCG, ITIL version 2011, service design, WMS services.