

ABSTRACT

IT Governance has a role which is capable to become one of the keys to success for the part of leadership and corporate colleagues to optimize the IT role in the effectiveness increasing in assets, product performance, objectives, goals, mission and vision. No wonder when the Government of Indonesia had also pressed the company to hold the ITG. The seriousness of this Government is evidenced by the emergence of various regulations regarding implementation of ITG as Inpres No.3 tahun 2003 about regarding the utility of information and communication technologies and Permen BUMN Nomor 01/MBU/2011.

PT Pos Indonesia as one of the State-owned company engaged in the service that has the main business activities, such as financial services, mail, logistics and other support services that require information technology is committed to IT Governance. Based on the results of the external audit in 2012, PT Pos Indonesia has reached a level of maturity 1,2, still far from the expectations of the Government's target level of maturity 3. This indicates that has not been the alignment of IT with business strategy. Therefore the need to redesign the business supporting it services back in the company.

To achieve that goal it needed framework that fits with the company's business conditions. ITIL version 2011 is the right framework for enterprise-based services such as PT Pos Indonesia is implementing IT Service Management (ITSM).

The object of this research is a mail service (I-POS) which is one of the major business function of PT Pos Indonesia. This specific research is conducted on ITIL version 2011 service design process and recommend activities now and documented in accordance with the template given by ITIL version 2011 priority activities in the process of with DC, SCM, SLM, AM and CM, and will be used in the I-POST service to help achieve a level 3.

Keywords: State-Owned Enterprise, IT Governance, ITIL version 2011, Service Design.