

ABSTRACT

PT Pos Indonesia is a state owned company that concerns with financial services, logistics, mail and packages in indonesia. Related to minister regulation number: PER – 01/MBU/2011 about implementation of GCG (good corporate governance). Hence, PT Pos indonesia as one of state owned companies in Indonesia is obliged implement this policy. However, according to the external audit result, PT Pos Indonesia got low maturity level implementation of IT governance. PT Pos Indonesia got poin 1,2 of the maximum poin 5.0 (cobit 4.1). According to this condition, PT Pos Indonesia trying to raise grades maturity implementation of IT governance to be 3.0 according to the policy PER – 01/MBU/2013. Therefore, it needed design of existing services using ITIL framework because ITIL framework is suitable used for services based companies such as PT Pos indonesia.

On the ITIL framework, particularly in the domain of service design there are some processes such as design coordination, service catalogue management service level management availability management and capacity management. Services on PT Pos Indonesia divided into two kind, they are main services and supporting services. The main services consist of financial services, mail and logistic. Supporting services consist of POSINDO ERP and POSINDO suporting information systems. This research focuses on POSINDO ERP service.

This research uses SWOT analysis to determine the organization's strategies. It is also uses risk analysis of existing or future services. SWOT analysis and risk solutions are used to mapping the priority services. The final result of this research was a design coordination document, service catalogue management document, service portfolio document, service catalogue document, service level agreement documents, Operational level agreement document, service level requirement document, service improvement plan document, service quality plan document, availability plan document and capacity plan document.

Keyword : ITIL, service design, GCG, ERP, maturity level, BUMN