

ABSTRACT

PT. Kereta Api Indonesia (Persero) is state owned company in the field of railway transportation that has three core business which is passenger transport service, freight transport service and assets management. Based on ministerial decree number PER-01/MBU/2011 about Good Corporate Governance implementation on a company, PT Kereta Api already implemented its principle in the form of IT Governance. The Framework used by PT Kereta Api Indonesia for its IT Governance is COBIT 4.1 and reached maturity level at 3,2 (defined). Based on the interview from Manager of IT Operation, the existing process of Incident and Problem Management still not effective that cause the reoccurrence of incidents. This thing shows that the main value of the service provided by the company is not fully delivered to the customer because the occurrence of incidents that interrupts the service's performance or because the emerging of bigger Problems that stops the whole service. In order to increase the quality of the service, PT Kereta Api can try to adopt ITIL Version 3 in terms of Service Operation.

The design of Service Operation that will be done covers the process of incident management, Problem management, and Service Desk Function as a single point of contact of IT Services. The design process will be done on passenger transport service, especially on Railway Ticketing System or RTS.

The result of the Service Operation design process on passenger transport service will be in the form of procedure documentation for Incident Management, Problem Management, and a technology architecture design for Service Desk. All of these result will be given to PT Kereta Api as a recommendation to manage the company's IT Service management.

Keywords: ITIL, IT Governance, Service Operation, Incident Management, Problem Management, Service Desk