

Analisis Pengelolaan Service Desk dan Insiden Teknologi Informasi dan Komunikasi (DS8) Universitas Dian Nuswantoro Berdasarkan Framework COBIT 4.1

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ABSTRAK

Universitas Dian Nuswantoro merupakan Perguruan Tinggi yang telah lama berkecimpung dibidang teknologi informasi dan senantiasa mengedepankan layanan dengan pemanfaatan TI, tetapi dalam implementasi layanan TI dinilai masih kurang optimal dalam menjaga tingkat ketersediaan dukungan layanan TI. Penelitian ini untuk mengevaluasi Tata Kelola TIK Pengelolaan Service Desk dan Insiden (DS8) UDINUS menggunakan standar COBIT. Data diperoleh melalui wawancara dan penyebaran kuisioner serta pemilihan responden disesuaikan berdasarkan struktur RACI Chart proses DS8 dengan metode Purposive Sampling, kemudian data diolah untuk mendapatkan tingkat kematangan (Maturity Level) kondisi saat ini (As Is) dan kondisi yang diharapkan (To Be), serta dilakukan analisa kesenjangan terhadap kedua kondisi untuk dijadikan dasar dalam menentukan strategi perbaikan Tata Kelola TIK Pengelolaan Service Desk dan Insiden (DS8) serta perbaikan akan secara bertahap menuju tingkat kematangan (maturity level) kondisi yang diharapkan (To Be) berdasarkan framework COBIT. Hasil penelitian menunjukkan bahwa Tata Kelola TIK Pengelolaan Service Desk dan Insiden (DS8) kondisi saat ini (As Is) berada pada level 2 (Berulang tapi Intuitif), sedangkan kondisi yang diharapkan (To Be) berada pada level 4 (Terkelola dan Terukur). Strategi perbaikan akan dilakukan secara bertahap dengan melakukan tindakan perbaikan yang disesuaikan dengan 6 (enam) atribut kematangan COBIT.

Kata Kunci : IT Governance, Service Desk, COBIT, RACI Chart, Maturity Level

**Analysis Service Desk Management and Incident of Information and
Communication Technology (DS8) Dian Nuswantoro University
Based on COBIT 4.1 Framework**

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ABSTRACT

Dian Nuswantoro University is an university that has long been in the field of information technology and constantly promote the use of IT services, but in the implementation of IT services is still considered less than optimal in maintaining the availability of support services. This research to evaluate the Governance of ICT Service Desk and Incident Management (DS8) UDINUS using COBIT standards. Data were obtained through interviewed and distributed questionnaires and the selection of respondents adjusted based on the structure of the RACI Chart DS8 purposive sampling method, then the data were processed to obtain the level of maturity (Maturity Level) current state (As Is) and the expected conditions (To Be), and conducted a gap analysis will be done on the second condition to be used as the basis for determining improvement strategies Governance ICT Managed Service Desk and Incident (DS8), and will be gradually improved to the level of maturity (maturity level) the expected conditions (To Be) based on the COBIT framework. Research results show that the Governance of ICT Management Service Desk and Incidents (DS8) current state (As Is) are at level 2 (Repeated but Intuitive), while the expected conditions (To Be) are at level 4 (Managed and Measured). Improvement strategies will be implemented gradually with taking corrective action adjusted to 6 (six) attributes COBIT maturity.

Keyword : IT Governance, Service Desk, COBIT, RACI Chart, Maturity Level