

ANALISIS TATA KELOLA TEKNOLOGI INFORMASI DENGAN MENGUNAKAN FRAMEWORK COBIT 5 DOMAIN DSS01 (MANAGE OPERATIONS) PADA BPS PROVINSI JAWA TENGAH

HARIO PUTRO PRASOJO

(Pembimbing : Dr. Pujiono, SSi, M.Kom)

Sistem Informasi - S1, FIK, Universitas Dian Nuswantoro

www.dinus.ac.id

Email : 112201204754@mhs.dinus.ac.id

ABSTRAK

Fokus penelitian adalah proses monitoring operasional TI. Pada pengamatan yang telah dilakukan, ditemukan permasalahan mengenai proses monitoring operasional yang dikelola oleh bidang IPDS yang menangani kinerja Teknologi Informasi (TI). Penyebabnya adalah kurangnya monitoring secara real time, sistem pengolahan yang masih eror, dan server down. Berdasarkan permasalahan tersebut maka diperlukan analisis tata kelola TI terkait proses monitoring operasional TI dalam upaya meningkatkan kinerja pada BPS Provinsi Jawa Tengah. Tujuan penelitian untuk mengetahui tingkat kapabilitas dan memberikan saran dan strategi perbaikan terkait proses monitoring operasional TI. Metode yang digunakan dalam mengukur kinerja tata kelola TI adalah framework COBIT 5 domain DSS01 (Manage Operations) yang bertujuan untuk memberikan hasil layanan operasional TI seperti yang direncanakan. Dari hasil penelitian berdasarkan COBIT 5 terkait proses monitoring operasional TI (DSS01) level kapabilitas pada BPS Provinsi Jawa Tengah saat ini adalah level 1 (Performed) dengan status Largely Achieved sebesar 68,88% atau setara 1,68%. Agar dapat mencapai level kapabilitas yang diinginkan yaitu level 3 BPS Provinsi Jawa Tengah dapat melakukan strategi perbaikan secara bertahap dari proses tiap atribut level 1 sampai dengan level 3.

Kata Kunci : COBIT 5, Tata kelola TI, Manage Operations (DSS01), xvi+115 halaman; 12 gambar; 13 tabel; 5 lampiran, Daftar acuan: 9 (2011 - 2016)

**ANALYSIS OF INFORMATION TECHNOLOGY GOVERNANCE USING
FRAMEWORK THE COBIT 5 DOMAIN DSS01 (MANAGE
OPERATIONS) AT BPS OF PROVINCE CENTRAL JAVA**

HARIO PUTRO PRASOJO

(Lecturer : Dr. Pujiono, SSi, M.Kom)

*Bachelor of Information System - S1, Faculty of Computer
Science, DINUS University*

www.dinus.ac.id

Email : 112201204754@mhs.dinus.ac.id

ABSTRACT

The focus of research is the process of monitoring operation IT. In the observations that have been made, discovered a problem concerning the operational monitoring process managed by IPDS fields that deal with the performance of the Information Technology (IT). The reason is the lack of monitoring in real time, which was an error processing system, and the server is down. Based on the problems it is necessary to analyze the relevant IT governance IT operational monitoring process in an effort to improve the performance of the BPS of Province Central Java. The aim of research to determine the level of capability and provide advice and monitoring process improvement strategies related to IT operations. The method used to measure the performance of IT governance is framework COBIT 5 domain DSS01 (Manage Operations) which aims to provide the results of operations of IT services as planned. From the results of research based on COBIT 5 process related operational monitoring IT (DSS01) the level of capability to the BPS of Province Central Java it is level 1 (Performed) with status Largely Achieved by 68.88% or equal to 1.68%. In order to achieve the desired level of capability that is level 3 BPS Central Java Province can make strategy a gradual improvement of the process of each attribute level 1 to level 3

Keyword : COBIT 5, Governance of IT, Manage Operations (DSS01), xvi+115 pages; 12 pictures; 13 tables; 5 attachments, reference list: 9 (2011-2016)