

## Evaluasi layanan teknologi informasi di Kementerian Komunikasi dan informatika berdasarkan ITIL v3 2011 dan cobit 5 = Evaluation of IT services in the Ministry of Communication and Information Technology based ITIL v3 2011 and Cobit 5

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### Abstrak

Peningkatan peran TI berbanding lurus dengan peningkatan investasi yang diiringi juga dengan peningkatan pengeluaran biaya yang besar. Indikator keberhasilan implementasi TI berupa layanan kominfo yang prima yaitu handal, available, cepat, dan akurat. Dengan perencanaan tata kelola TI yang matang diharapkan pelaksanaan layanan TI dapat dilakukan dengan baik dan perwujudan good IT Governance.

Penelitian ini bertujuan mengevaluasi layanan TI di Kementerian Kominfo dalam rangka meningkatkan kepuasan pegawai terhadap layanan TI tersebut. Untuk evaluasi layanan TI digunakan ITIL V3 2011 dan COBIT 5 dengan menggunakan pendekatan kualitatif dan metode studi kasus.

Hasil penelitian ini berupa hasil analisis kondisi 26 proses dalam kelima Service Lifecycle pada kerangka kerja ITIL V3 2011 di PDSI serta penilaian tingkat capability 18 proses-proses TI di COBIT 5 yang berkaitan dengan layanan TI, melakukan gap analysis dan prioritas proses-proses TI COBIT 5, serta memberikan rekomendasi KPI bagi PDSI.

*Increasing the role of IT is directly proportional to the increase in investment is also accompanied by a substantial increase in expenditure. The indicator for successfull of the IT implementation is good communication and information technology services like reliable, available, quickly and accurately. With planning IT governance to be mature is expected the implementation of good IT services and good IT Governance.*

This research aims to evaluate IT Services in the Ministry of Communications and Information Technology in order to increase the satisfaction of IT Services. To get the evaluation of IT Services is applied ITIL V3 2011 and COBIT 5 using qualitative approach and case study method.

The results of this research include the result of analyses condition of 26 process in Fifth Services Lifecycle in the ITIL V3 2011 framework as well as level capability assessment of 18 IT Process in COBIT 5 in relation with IT services, make gap analysis and prioritization of IT Process in COBIT 5, and give recommendation Key Performance Indicator (KPI) for PDSI.