

Analisis tingkat awareness pendukung layanan dan penyampaian layanan terhadap record management information system studi kasus kementerian luar negeri republik indonesia = Analysis of awareness level service support and service delivery over record management information system case study ministry of foreign affairs / Dony Pratidana

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Abstrak

[Skripsi ini mencoba menganalisis tingkat kesadaran manajemen terhadap pendukung layanan dan penyampaian layanan dalam sistem informasi pengelolaan arsip digital REMIS dengan menggunakan kerangka Information Technology Infrastructure Library (ITIL) di Kementerian Luar Negeri Republik Indonesia. Analisis tingkat kesadaran ini merupakan suatu pendekatan lain dalam mengevaluasi kesadaran manajemen terhadap sistem informasi. Hasil dari penelitian akan mengetahui dimana skala tingkatan kesadaran manajemen. Skala tingkatan kematangan dalam ITIL dimulai dari tingkat 0 ? 5. Setiap tingkatan akan menunjukkan efektifitas dan efisiensi kesadaran manajemen dalam mengelola sistem informasi REMIS.;This thesis aims to analyze Awareness level of management over service support and service delivery within the archival management information system REMIS using Information Infrastructure Library framework in Ministry of Foreign Affairs. This analysis level is one of approach in evaluating the management awareness over information system. The result of this research will determine in which level of management awareness exist. The maturity level scale of ITIL starts from 0 ? 5. Every level will show the effectiveness and efficiency of management awareness in managing information systems REMI, This thesis aims to analyze Awareness level of management over service support and service delivery within the archival management information system REMIS using Information Infrastructure Library framework in Ministry of Foreign Affairs. This analysis level is one of approach in evaluating the management awareness over information system. The result of this research will determine in which level of management awareness exist. The maturity level scale of ITIL starts from 0 ? 5. Every level will show the effectiveness and efficiency of management awareness in managing information systems REMI]