

Pengukuran tingkat kapabilitas tata kelola teknologi informasi dan rekomendasi perbaikan berdasarkan kerangka kerja cobit 5 : studi kasus Pusat Informasi dan Hubungan Masyarakat (PINMAS) Kementerian Agama RI = Capability level measurement it governance improvement and recommendations based on cobit 5 framework : Case study Information and Public Relation Center Ministry of Religious Affairs

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Abstrak

[ABSTRAK
Kementerian Agama sebagai organisasi pemerintah tentunya fokus pada peningkatan pelayanan masyarakat yang transparan dan akuntabel Oleh karena itu teknologi informasi TI harus dikelola dengan tepat sehingga berimbang pada kualitas layanan kepada masyarakat Untuk mengetahui sejauh mana kinerja TI dikelola dengan baik perlu dilakukan pengukuran tata kelola TI COBIT 5 merupakan kerangka kerja yang digunakan untuk menilai mengukur mengontrol tata kelola dan manajemen TI pada suatu organisasi Kementerian Agama masih memiliki banyak permasalahan dalam pengelolaan TI Pusat Informasi dan Hubungan Masyarakat PINMAS sebagai unit pengelola TI di Kementerian Agama perlu melakukan perbaikan Maka dilakukan penelitian mengenai pengukuran tingkat kapabilitas tata kelola TI di PINMAS dengan kerangka kerja COBIT 5 Pengukuran dilakukan berdasarkan pemetaan tujuan organisasi dan permasalahan TI yang umum terjadi terhadap masing masing proses pada COBIT 5 Dari pengukuran tersebut diketahui bahwa dari 13 proses yang terpilih 10 proses berada pada tingkat kapabilitas level 0 incomplete dan 3 proses berada level 1 ad hoc Hal ini menunjukkan bahwa organisasi masih belum mengetahui permasalahan yang terjadi dan belum mengimplementasikan panduan tata kelola TI berdasarkan COBIT 5 Setelah dilakukan pengukuran kemudian disusun rekomendasi perbaikan serta berdasarkan hasil pengukuran dan target yang ingin dicapai oleh organisasi

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ABSTRACT

Ministry of Religious Affairs as government organizations focus on improving public services transparent and accountable Therefore information technology IT should be managed properly to improvement the quality of service IT performance measurement was conducted to determine the extent to which IT governance is managed appropriately COBIT 5 is a framework used to assess measure and control IT management and IT governance in organizations Ministry of Religious Affairs still have a lot of IT governance problems Information and Public Relations Center PINMAS as a IT unit need to make improvements IT governance Therefore necessary to measure capability level in PINMAS based on COBIT 5 framework Measurements were based on the mapping of the enterprise goals and common IT problems in PINMAS of each process in COBIT 5 It is known that 13 process selected 10 are at the level of process capability level 0 incomplete and 3 processes are level 1 ad hoc It showed that organization still do not know the problems that occur and not implement COBIT 5 guidelines After this compiled recommendations for improvement based on the results of measurements and targets by the organization , Ministry of Religious Affairs as government organizations focus on improving public services transparent and accountable Therefore information technology IT should be managed properly to improvement the quality of service IT

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