Evaluasi dan rekomendasi perbaikan layanan infrastruktur TI di PT. Finnet Indonesia berdasarkan COBIT 5 ITIL 2011 dan ISO IC 15504 = Evaluation and improvement recommendations of it infrastructure services at PT. Finnet Indonesia based on COBIT 5 ITIL 2011 dan ISO IC 15504

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Abstrak

[ABSTRAK

Layanan infrastruktur teknologi informasi TI merupakan salah satu dari sekian faktor yang dapat memberikan keunggulan kompetitif bagi sebuah perusahaan di mana faktor ini sebagai pondasi dasar dari ketersediaan layanan bisnis yang memiliki kemampuan perubahan yang cepat dan tak terduga Perusahaan perlu bereaksi cepat dalam menghadapi masalah maupun peluang dalam memanfaatkan infrastruktur TI tersebut secara optimal Transformasi teknologi yang dicanangkan oleh Finnet merupakan salah satu bentuk reaksi tersebut dengan slogannya ldquo Always On and Global Class Infrastructure rdquo Harapan akan infrastruktur TI di Finnet yang mampu menerapkan transformasi teknologi tersebut sebagai permasalahan yang muncul dan akan dibahas dalam penelitian ini Sebelum melakukan perbaikan perlu dilakukan evaluasi terlebih dahulu untuk mengetahui kondisi saat ini Tahapan evaluasi yang dilakukan penelitian ini dimulai dari penerapan kerangka kerja COBIT 5 yang digunakan untuk memetakan kebutuhan pemangku kepentingan hingga menjadi proses proses yang akan dievaluasi Kerangka kerja ITIL 2011 digunakan untuk memberikan fokus dan detil yang lebih baik terhadap evaluasi layanan infrastruktur TI Standar ISO IEC 15504 tentang Process Assessment digunakan sebagai metode dalam menghitung tingkat kapabilitas proses proses ITIL 2011 tersebut Kombinasi ketiga metode tersebut memberikan dimensi baru akan kemungkinan untuk menerapkan standar pengukuran kematangan COBIT 5 pada ITIL 2011 Rekomendasi perbaikan yang dihasilkan dalam penelitian ini terdiri dari dua deliverable yaitu prioritisasi proses proses yang perlu diperbaiki atau ditingkatkan kapabilitasnya berdasarkan Importance Performance Analysis IPA dan rekomendasi metrik Critical Success Factor CSF dan Key Performance Index KPI berdasarkan ITIL 2011 beserta rekomendasi perbaikan secara generik yang disusun untuk meningkatkan kapabilitas proses yang diteliti

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ABSTRACT<b>

Infrastructure services of information technology IT is one of the factors that can provide a competitive advantage for a company where this factor as the basic foundation of the availability of business services that have the ability to change quickly and unexpectedly Companies need to react quickly to problems and opportunities in the use of the IT infrastructure optimally Transformation technology launched by Finnet is one form of the reaction with the slogan Always On and Global Class Infrastructure There is vision of IT infrastructure in Finnet to capable of implementing such technology transformation as problems that arise and will be discussed in this study Before doing repairs need to be done prior evaluation to determine current conditions Stages of the evaluation conducted by this study starts from the application of the COBIT 5 framework is used to map the stakeholders needs to be COBIT 5 processes that will be evaluated ITIL

2011 framework is used to provide focus and better detail on the evaluation of IT infrastructure services Standard ISO IEC 15504 on Process Assessment is used as a method to calculate the level of capability of the processes of the ITIL 2011 The combination of these three methods give a new dimension that shows possibility to apply the measurement standard maturity on COBIT 5 to ITIL 2011 Recommendations for improvement generated in this study consisted of two deliverables namely prioritization processes need to be improved or enhanced capabilities based on Importance Performance Analysis IPA and the recommendation metrics Critical Success Factor CSF and Key Performance Index KPI based on ITIL 2011 along with recommendations for improvement generically prepared to increase the capabilities of the processes under this study ;Infrastructure services of information technology IT is one of the factors that can provide a competitive advantage for a company where this factor as the basic foundation of the availability of business services that have the ability to change quickly and unexpectedly Companies need to react quickly to problems and opportunities in the use of the IT infrastructure optimally Transformation technology launched by Finnet is one form of the reaction with the slogan Always On and Global Class Infrastructure There is vision of IT infrastructure in Finnet to capable of implementing such technology transformation as problems that arise and will be discussed in this study Before doing repairs need to be done prior evaluation to determine current conditions Stages of the evaluation conducted by this study starts from the application of the COBIT 5 framework is used to map the stakeholders needs to be COBIT 5 processes that will be evaluated ITIL 2011 framework is used to provide focus and better detail on the evaluation of IT infrastructure services Standard ISO IEC 15504 on Process Assessment is used as a method to calculate the level of capability of the processes of the ITIL 2011 The combination of these three methods give a new dimension that shows possibility to apply the measurement standard maturity on COBIT 5 to ITIL 2011 Recommendations for improvement generated in this study consisted of two deliverables namely prioritization processes need to be improved or enhanced capabilities based on Importance Performance Analysis IPA and the recommendation metrics Critical Success Factor CSF and Key Performance Index KPI based on ITIL 2011 along with recommendations for improvement generically prepared to increase the capabilities of the processes under this study , Infrastructure services of information technology IT is one of the factors that can provide a competitive advantage for a company where this factor as the basic foundation of the availability of business services that have the ability to change quickly and unexpectedly Companies need to react quickly to problems and opportunities in the use of the IT infrastructure optimally Transformation technology launched by Finnet is one form of the reaction with the slogan Always On and Global Class Infrastructure There is vision of IT infrastructure in Finnet to capable of implementing such technology transformation as problems that arise and will be discussed in this study Before doing repairs need to be done prior evaluation to determine current conditions Stages of the evaluation conducted by this study starts from the application of the COBIT 5 framework is used to map the stakeholders needs to be COBIT 5 processes that will be evaluated ITIL 2011 framework is used to provide focus and better detail on the evaluation of IT infrastructure services Standard ISO IEC 15504 on Process Assessment is used as a method to calculate the level of capability of the processes of the ITIL 2011 The combination of these three methods give a new dimension that shows possibility to apply the measurement standard maturity on COBIT 5 to ITIL 2011 Recommendations for improvement generated in this study consisted of two deliverables namely prioritization processes need to be improved or enhanced capabilities based on Importance Performance Analysis IPA and the recommendation metrics Critical Success Factor CSF and Key Performance Index KPI based on ITIL 2011 along with recommendations for improvement generically

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