

Perancangan kebutuhan fungsional sistem informasi pengelolaan layanan tik berbasis self-service: studi kasus Pusat Sistem Informasi dan Teknologi Keuangan (PIUSINTEK) Kementerian Keuangan =
Functional requirements design of ICT service management information system based on self service: a case study center of financial information systems and technology (PUSINTEK) Ministry of Finance

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Abstrak

Pusintek sebagai penyedia jasa layanan Teknologi Informasi dan Komunikasi TIK Kementerian Keuangan telah menyediakan 20 dua puluh jenis layanan TIK. Pusintek menerapkan kerangka kerja Information Technology Infrastructure Library ITIL sebagai salah satu praktik terbaik pengelolaan layanan teknologi informasi guna meningkatkan efektivitas dan efisiensi pelayanan TIK kepada pengguna.

Dalam mendukung pelaksanaan pengelolaan layanan TIK, Pusintek telah memiliki aplikasi Sistem Pengelolaan Layanan Teknologi Informasi dan Komunikasi Sipelantik yang digunakan untuk melakukan pencatatan permintaan layanan dan laporan gangguan TIK di lingkungan Kementerian Keuangan. Pengguna TIK Kemenkeu harus menghubungi Service Desk Pusintek melalui telepon, surat elektronik, maupun datang langsung untuk meminta layanan, melaporkan gangguan TIK di lingkungan Kementerian Keuangan, maupun saat ingin mengetahui tindak lanjut dari tiket permintaan dan gangguan yang telah dilaporkan. Tujuan dari penelitian ini adalah membuat rancangan kebutuhan fungsional sistem informasi pengelolaan layanan TIK berbasis self-service yang sesuai dengan kebutuhan pengguna mengikuti alur kerja proses pada Rational Unified Process RUP.

Hasil penelitian ini berupa dokumen kebutuhan fungsional sistem informasi pengelolaan layanan TIK berbasis self-service, yaitu melibatkan pengguna dalam proses melaporkan gangguan, melakukan permintaan layanan, melakukan pengecekan status tiket, mencari informasi terkait TIK, dan beberapa fitur perbaikan Sipelantik.

Pusintek as a provider of Information and Communication Technology ICT Ministry of Finance has provided twenty types of ICT services. Pusintek implement the framework of the Information Technology Infrastructure Library ITIL as one of the best practices of information technology service management in order to improve the effectiveness and efficiency of ICT services to users.

In supporting the implementation of the management of ICT services, has had an application Pusintek Management System Service Information and Communication Technology Sipelantik used to record service requests and bug reports ICT in the Ministry of Finance. MoF ICT users should contact the Service Desk Pusintek by telephone, electronic mail, or come directly to request services, report the disruption of ICT in the Ministry of Finance, as well as when they want to know the follow up of ticket requests and incidents have been reported.

The purpose of this study is to design functional needs ICT service management information system based self service according to user needs to follow the workflow process on the Rational Unified Process RUP. The results of this study are the functional requirements document ICT service management information system based self service, which involves the user in the process of reporting interference, perform service

requests, check the status of a ticket, searching for information related to ICT, and some improved features Sipelantik.</i>