

# Evaluasi dan rekomendasi it service management itsm berbasis itil v3 2011 dan cobit 5: studi kasus PT Telekomunikasi Selular = Evaluation and recommendation of it service management itsm based on itil v3 2011 and cobit 5: case study PT Telekomunikasi Selular

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## Abstrak

IT Service Management ITSM merupakan salah satu komponen yang dapat memberikan keunggulan kompetitif bagi perusahaan khususnya perusahaan yang bergerak dibidang jasa telekomunikasi, dimana komponen ini menjadi pondasi dasar dalam ketersediaan layanan bisnis. Di tahun 2017 khususnya sepanjang satu tahun ke depan demi mencapai sasaran jangka panjang, yakni Continue to Win dengan triple double digit growth yakni revenue, EBITDA, dan net profit.

Penelitian ini bertujuan untuk mengevaluasi manajemen layanan teknologi informasi khususnya dalam ruang lingkup operasional layanan di PT Telkomsel dalam rangka tercapainya target perseroan. Untuk evaluasi menggunakan kerangka kerja ITIL V3 2011 dan COBIT 5 dengan pendekatan kualitatif dan metode studi kasus. Sedangkan metode untuk memberikan rekomendasi aktivitas menggunakan kerangka kerja COBIT 5.

Hasil penelitian ini berupa hasil evaluasi dan rekomendasi yang perlu dilakukan untuk mengoptimalkan kondisi manajemen operasional layanan yang ada di PT Telkomsel sehingga memenuhi ekspektasi pihak pemangku kepentingan. Setelah dilakukan proses evaluasi yang dilakukan di pada manajemen insiden, permintaan layanan, dan manajemen masalah diketahui bahwa Telkomsel sudah mengimplementasikan sesuai best practice dari ITIL V3 2011 Berdasarkan ITIL Service Support Self Assessment pada Incident Management dapat memperoleh nilai minimal sebagai syarat untuk level 1, 1.5, 2, 3, 3.5, dan 4. Sedangkan pada Problem Management level 1, 1.5, 2, dan 3.

Untuk evaluasi proses COBIT 5 terpilih, Telkomsel memiliki tingkat kapabilitas 3 established pada proses DSS01 Manage Operation dan DSS02 Manage Incident serta tingkat kapabilitas 2 managed pada proses DSS03 Manage Problem dan DSS06 Manage Business Process. Prioritas pertama DSS02 Manage Incidents and Service Request, kemudian prioritas kedua pada proses DSS01 Manage Operations, prioritas ketiga DSS03 Manage Problems, dan prioritas terakhir pada proses DSS06 Manage Business Process. Penentuan KPI penelitian ini diperoleh dari outcome masing-masing tujuan proses sehingga ketercapaian tujuan dapat diukur. Key Performace Indicator pada penelitian juga bersifat lagging. Sedangkan untuk rekomendasi aktivitas didapatkan dari process practice masing-masing process sesuai panduan dari COBIT 5.

<hr><i>IT Service Management (ITSM) is one component that can provide competitive advantage for companies, especially companies engaged in telecommunications services, where this component becomes the basic foundation in the availability of business services. In 2017 especially during the next one year to achieve long term goals, namely Continue to Win with triple double digit growth ie revenue, EBITDA, and net profit. These targets become quite challenging given the signs of the end of the glory of legacy services more real. Based on the situation, Telkomsel has set the theme Building Digital Indonesia as the corporate theme. The above corporate theme reflects Telkomsel 39 s commitment to initiate digital initiatives with a new mindset for the growth of Telkomsel 39 s business in the future.

This research aims to evaluate the IT Service Management, especially in the scope of service operations in PT Telkomsel in order to achieve the target company. For evaluation use the ITIL V3 2011 and COBIT 5 frameworks with qualitative approaches and case study methods. While the method for giving activity recommendation using COBIT framework 5.

The result of this research are the result of evaluation and recommendation that need to be done to optimize the operational management condition of service in PT Telkomsel so as to fulfill stakeholder 39 s expectation. After the evaluation process is done in on incident management, service request, and problem management. Telkomsel has implemented best practice from ITIL V3 2011 and Based on ITIL Service Support Self Assessment on Incident Management can obtain minimum value as a requirement for level 1, 1.5, 2, 3, 3.5, and 4. While at Problem Management level 1, 1.5, 2, and 3.

For evaluation of COBIT 5 process, Telkomsel has 3 established capability in process DSS01 Manage Operation and DSS02 Manage Incident and capability level 2 managed on process DSS03 Manage Problem and DSS06 Manage Business Process. The first priority is the DSS02 Manage Incidents and Service Request, second priority in the DSS01 Manage Operations process, the third priority of DSS03 Manage Problems, and the last priority in the DSS06 Manage Business Process process. The KPI determination of this research is obtained from the outcome of each process objective so that the achievement of the objectives can be measured. KPIs in the study are also lagging. While for activity recommendation got from process practice each process according to guide from COBIT 5.</i>