

# Perancangan Service Level Agreement Layanan Teknologi Informasi: Studi Kasus Pusat Data dan Sarana Informatika Kementerian Komunikasi dan Informatika = Design Service Level Agreement Information Technology Services: Case Study Center For Data and ICT Infrastructure Ministry of Communications and Information Technology

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## Abstrak

Keputusan Menteri Komunikasi dan Informatika Nomor 1156 tahun 2016 menunjuk Kepala Pusat Data dan Sarana Informatika PDSI sebagai CIO Kementerian Kominfo dengan tugas pengelolaan layanan teknologi informasi TI di lingkungan internal Kementerian Kominfo. Berdasarkan katalog layanan, terdapat 27 layanan TI yang diberikan PDSI kepada internal Kementerian Kominfo. Dari hasil survei, indeks kepuasan pegawai terhadap layanan TI PDSI tertinggi yang dicapai adalah 61.33. Sedangkan harapan dari Kepala PDSI adalah 85. Berdasarkan analisis fishbone, salah satu sebab permasalahan tidak tercapainya indeks kepuasan pegawai adalah belum adanya Service Level Agreement SLA layanan TI. Untuk meningkatkan indeks kepuasan pegawai terhadap layanan TI PDSI dengan memastikan bahwa layanan TI telah dilakukan sesuai dengan harapan maka perlu disusun rancangan SLA layanan TI PDSI Kemkominfo.

Perancangan SLA pada penelitian ini mengacu pada kerangka kerja ITIL v3 2011. Penelitian ini merupakan penelitian kualitatif dengan kategori studi kasus. Pengumpulan data dilakukan melalui wawancara terhadap pejabat dan pengelola TI di PDSI sebagai pemilik layanan, serta perwakilan pengguna layanan TI. Untuk memperoleh data yang lebih mewakili pengguna layanan, dilakukan survei dengan 307 sampel pegawai Kemkominfo. Hasil survei divalidasi oleh perwakilan pengguna. Selain itu dilakukan pula observasi dokumen dan lapangan. Dari penelitian ini, diperoleh empat SLA layanan TI yang dapat membantu meningkatkan indeks kepuasan pegawai Kominfo.

*Decree of the Minister of Communication and Information Technology Number 1156 of 2016 appoint the Head of center for data and ict infrastructure PDSI as CIO Ministry of Communications and Informatics with the task of managing information technology services IT within the internal Ministry of Communications and Information Technology. Based on the service catalog, there are 27 IT services provided by PDSI to the internal Ministry of Communications and Information Technology. From the survey results, the highest employee satisfaction index of PDSI 39 s IT service is 61.33. While the expectation of PDSI Head is 85. Based on fishbone analysis, one of the reasons for the problem of not achieving the index of employee satisfaction is the absence of Service Level Agreement SLA IT services. To improve the employee satisfaction index for PDSI IT services by ensuring that IT services have been conducted in line with expectations, it is necessary to draft design of Service Level Agreement for Information Technology Services.*

The design of SLA in this research refers to the framework of ITIL v3 2011. This research is a qualitative research with case study category. Data collection was conducted through interviews of IT officials and managers in PDSI as service owners, as well as IT service user representatives. To obtain data that is more representative of service users, a survey was conducted with 307 samples of employees of Kemkominfo. The survey results are validated by the user representative. In addition, document and field observations

were also conducted. From this research, it is obtained four SLA IT service that can help improve the index of satisfaction of Koinfo employees of development of information system to prevent implementation failure of the information system in the future.</i>