

## Evaluasi service desk: studi kasus HAI DJPb Direktorat Jenderal Perbendaharaan = Service desk evaluation: case study HAI DJPb Direktorat General of Treasury

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### Abstrak

#### <b>ABSTRAK</b><br>

HAI DJPb merupakan layanan IT helpdesk terintegrasi yang diluncurkan pada tahun 2016 oleh Ditjen Perbendaharaan melalui Keputusan Direktur Jenderal Perbendaharaan Nomor KEP-428/PB/2016 untuk mendukung pelaksanaan tugas dalam memberikan pelayanan kepada seluruh mitra kerjanya. Sebagai organisasi sektor publik, kepuasan pelanggan menjadi salah satu elemen kunci dalam kesuksesan penerapan model bisnis berbasis software-as-a-service. Saat ini layanan HAI DJPb membuka empat kanal layanan yaitu portal, call center, web chat, dan email. Dalam kegiatan operasional sehari-hari kinerja HAI DJPb masih kurang optimal, hal ini ditunjukkan dengan berbagai permasalahan yang timbul dalam pengelolaan layanan HAI DJPb. Salah satu akar masalah yang ditarik peneliti menunjukkan bahwa belum pernah dilakukan evaluasi berdasarkan praktik terbaik dalam layanan HAI DJPb. Penelitian ini bertujuan untuk melakukan evaluasi terhadap layanan HAI DJPb dan memberikan rekomendasi perbaikan layanan. Penelitian ini melakukan penilaian terhadap HAI DJPb dengan menggunakan ITIL Service Support Self Assessment Service Desk, pertanyaan yang terdapat di dalamnya diajukan kepada pengelola HAI DJPb, dari hasil jawaban dilakukan observasi untuk mencari bukti pendukung. Hasil dari analisis penelitian ini adalah dari sembilan level yang terdapat pada ITIL Service Support Self Assessment Service Desk, empat level dapat dilewati, sedangkan lima level belum dapat dilewati. Dari hasil penilaian tersebut penulis memberikan rekomendasi untuk digunakan sebagai peningkatan kualitas layanan HAI DJPb.

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#### <b>ABSTRACT</b><br>

HAI DJPb is an integrated IT helpdesk service launched in 2016 by the Directorate General of Treasury through Director General of Treasury Decree Number KEP-428/PB/2016 to support the implementation of duties in providing services to all its partners. As a public sector organization, customer satisfaction is one of the key elements in the successful implementation of a software-as-a-service based business model. Currently HAI DJPb services open four service channels, namely portals, call centers, web chat and e-mail. In the day-to-day operational activities of HAI DJPb's performance is still not optimum, this is indicated by various problems that arise in the management of the HAI DJPb service. One of the root causes of the researcher showed that evaluations had not been carried out based on best practices in the HAI DJPb service. This study aims to evaluate the HAI DJPb service and provide recommendations for service improvements. This study assessed HAI DJPb by using ITIL Service Support Self Assessment Service Desk, the questions contained therein were submitted to the manager of the HAI DJPb, and the results of the questions were observed to look for supporting evidence. The results of the analysis of this study are from nine levels found in the ITIL Service Support Self Assessment Service Desk, four levels is pass, while five levels are fail. From the results of the assessment, the authors provide recommendations to be used as an increase in the quality of HAI DJPb services.