

# Evaluasi dan Rekomendasi Kualitas Manajemen Layanan Teknologi Informasi Berbasis ITIL V3 dan COBIT 2019: Studi Kasus PT XYZ = Evaluation and Recommendations The Quality of Information Technology Services Based on ITIL V3 and COBIT 2019: Case Study in PT XYZ

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## Abstrak

Pandemi COVID-19 membuat perusahaan mulai menyadari pentingnya teknologi informasi sebagai penunjang kemajuan perusahaan. Saat ini, teknologi informasi memiliki pengaruh yang signifikan terhadap kinerja perusahaan sehingga diperlukan manajemen layanan teknologi informasi untuk meningkatkan kinerja layanan manajemen teknologi informasi. PT XYZ sudah mendefinisikan dengan baik Standard Operation Procedure (SOP) sesuai dengan standar manajemen layanan TI namun praktik operasional di lapangan masih belum sesuai best practice yang telah didefinisikan. Penggunaan tools untuk menunjang layanan juga yang belum dimanfaatkan secara optimal. Kurangnya praktik keamanan layanan IT di PT. XYZ juga menghambat operasional layanan TI di PT. XYZ. Oleh karena itu perlu adanya proses evaluasi yang dilakukan mengenai kondisi manajemen layanan TI di PT. XYZ berdasarkan kerangka kerja tertentu yang sudah teruji Penelitian ini bertujuan untuk mengukur tingkat kapabilitas manajemen layanan teknologi di PT. XYZ dengan menggunakan kerangka kerja ITIL V3 yang dipetakan ke COBIT 2019 serta memberikan rekomendasi perbaikan. Metode yang digunakan dalam penelitian ini adalah in-depth interview dan self-evaluation assessment. Data kemudian diolah dan dianalisis menggunakan gap analysis dan importance-performance analysis. Hasil pengukuran didapatkan bahwa tingkat kapabilitas DSS01 Managed Operation dan DSS04 Managed Security berada di level 1 dengan pencapaian kapabilitas level 1 sebesar 42% dan 16%, sedangkan DSS02 Managed Request and Incident dan DSS03 Managed Problem memiliki tingkat kapabilitas yang lebih baik di level 3. Semua objektif COBIT 2019 yang diuji memiliki kesenjangan antara target yang diharapkan dengan kondisi saat ini. DSS01 Managed Operations memiliki nilai kesenjangan paling besar yaitu 3 tingkat, sedangkan DSS03 Managed Problem memiliki tingkat kesenjangan 1 tingkat, DSS02 Managed Services Request and Incidents dan DSS05 Managed Security Services memiliki tingkat kesenjangan yang sama yaitu 2 tingkat, sehingga semua objektif yang diuji masih perlu perbaikan untuk mencapai kinerja yang diharapkan. Hasil importance-performance analysis menunjukkan PT XYZ dapat fokus memperbaiki objektif yang memiliki selisih kesenjangan besar dan tingkat kepentingan tinggi. Prioritas utama adalah DSS03 Managed Problem dan DSS05 Managed Security, prioritas kedua adalah DSS03 Managed Problem, prioritas ketiga adalah DSS02 Managed Services Request and Incidents

.....The COVID-19 pandemic has made companies realize the importance of information technology as a support for company progress. Information technology has a significant influence on company performance, so information technology service management is needed to improve the performance of information technology management services. PT XYZ has a well-defined Standard Operation Procedure (SOP) in accordance with IT service management standards. However, operational practices in the field are still not in accordance yet with defined best practices. The use of tools to support services also has not been used optimally. Lack of IT service security practices at PT. XYZ hinders IT service operations at PT. XYZ.

Therefore, it is necessary to have an evaluation process carried out regarding the condition of IT service management at PT. XYZ based on a certain framework that has been tested. This study aims to measure the level of technology service management capability at PT. XYZ using the ITIL V3 framework mapped to COBIT 2019 and providing recommendations for improvement. The method used in this research is in-depth interviews and self-evaluation assessment. The data is then processed and analyzed using gap analysis and importance-performance analysis. The measurement results show that the capability level of DSS01 Managed Operation and DSS04 Managed Security is at level 1 with the achievement of level 1 capability of 42% and 16%, . In contrast, DSS02 Managed Request and Incident and DSS03 Managed Problem have a better capability level at level 3. All COBIT 2019 objectives tested have a gap between the expected targets with current conditions. DSS01 Managed Operations has three levels of gap, while DSS03 Managed Problem has a level of gap, DSS02 Managed Services Request and Incidents, and DSS05 Managed Security Services have two levels of the gap so that all tested objectives still need improvement to achieve the expected performance. The results of the importance-performance analysis show that PT XYZ can focus on improving the objectives with a large gap and a high level of importance. The main priority is DSS03 Managed Problem and DSS05 Managed Security; the second is DSS03 Managed Problem, and the third is DSS02 Managed Services Request and Incidents.