

Evaluasi Dan Rekomendasi Pemenuhan Layanan Teknologi Informasi Menggunakan Cobit 2019: Studi Kasus Pt Bank XYZ = Evaluation and Recommendation for Fulfillment of Information Technology Services Using COBIT 2019: Case Study of PT Bank XYZ

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Abstrak

Seiring meningkatnya pembayaran digital di Indonesia menjadi pacuan industri keuangan khususnya perbankan untuk terus melakukan transformasi digital. PT BANK XYZ merupakan salah satu perbankan yang juga melakukan transformasi digital. Dalam rangka meningkatkan layanan perbankan agar selalu tersedia dan beradaptasi dengan permintaan pasar, tidak terlepas dengan proses pemenuhan permintaan layanan teknologi informasi (TI) yang dilayani oleh Departemen Operasional Aplikasi. Permasalahan muncul pada proses tersebut yakni banyak permintaan yang tidak ditindak lanjuti dan ditutup walaupun sudah dikerjakan sehingga menyebabkan permintaan pengguna yang terlambat dipenuhi. Oleh karena itu, penelitian ini bertujuan untuk melakukan evaluasi proses pemenuhan permintaan layanan TI sehingga dapat diberikan rekomendasi pada proses yang masih kurang agar kedepannya lebih baik. Proses evaluasi pada penelitian ini menggunakan kerangka kerja ITIL V4 dan COBIT 2019. ITIL V4 berperan dalam menentukan proses yang akan diukur tingkat kapabilitasnya dan juga dalam memberikan praktis yang baik untuk rekomendasi perbaikan proses, sedangkan COBIT 2019 berperan dalam mengukur tingkat kapabilitas proses yang relevan. Setelah dilakukan pengumpulan data dan pengukuran kapabilitas pada sebelas proses, dengan hasil tiga proses berada di tingkat dua yaitu Managed Agreements (APO09), Managed Knowledge (BAI08), dan Managed Configuration (BAI10). Untuk tingkat tiga ada lima proses yaitu Managed IT Changes Acceptance and Transitioning, Managed Assets, Managed Service Requests and Incidents, Managed Problem, dan Managed Continuity. Untuk pencapaian tingkat 4 terdapat dua proses yakni Managed Data (BAI06) dan Managed IT Changes (BAI06), serta satu proses saja yang telah mencapai tingkat yakni Managed Operations (DSS01). Kemudian pada proses analisis kesenjangan, terdapat tiga proses yang sudah memenuhi sasaran dari manajemen yaitu Managed Data (APO14), Managed IT Changes (BAI06), serta Managed Operations (DSS01), dan delapan proses masih belum mencapai sasaran. Rekomendasi diberikan pada delapan proses yang masih belum mencapai sasaran yang diharapkan manajemen.

.....As digital payments in Indonesia increase, they drive the financial industry, especially banking, to continue digital transformation. PT BANK XYZ is one of the banks that is also undergoing digital transformation. In order to improve banking services to always be available and adapt to market demands, it is closely related to the process of fulfilling information technology (IT) service requests that provided by Application Operation Department. Problems arise in that process, namely that many requests are not followed up and closed even though they have been worked on, causing user requests to be fulfilled late. Therefore, this research aims to evaluate the process of fulfilling IT service requests so that recommendations can be provided for the processes that are still lacking, in order to improve them in the future. The evaluation process in this research uses the ITIL V4 and COBIT 2019 frameworks. ITIL V4 plays a role in determining the processes whose capability levels will be measured and also in providing good practices for process improvement recommendations, while COBIT 2019 plays a role in measuring the

capability levels of relevant processes. After data collection and capability measurement on eleven processes, the results showed that three processes are at level two, namely Managed Agreements (APO09), Managed Knowledge (BAI08), and Managed Configuration (BAI10). For level three, there are five processes: Managed IT Changes Acceptance and Transitioning, Managed Assets, Managed Service Requests and Incidents, Managed Problem, and Managed Continuity. For level 4 achievements, there are two processes, namely Managed Data (BAI06) and Managed IT Changes (BAI06), as well as one process that has reached the level, namely Managed Operations (DSS01). Then, in the gap analysis process, there are three processes that have met management's targets, namely Managed Data (APO14), Managed IT Changes (BAI06), and Managed Operations (DSS01), while eight processes have not yet met the targets. Recommendations are given for the eight processes that have not yet met the management's expectations.