

ABSTRAK

PERAN TATA KELOLA TEKNOLOGI INFORMASI MENGGUNAKAN *FRAMEWORK COBIT 5 FOKUS SUBDOMAIN DSS02 MANAGE SERVICE REQUESTS AND INCIDENTS* (STUDI KASUS: PT BANK MANDIRI LAMPUNG)

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PT Bank Mandiri merupakan hasil dari program restrukturisasi perbankan pemerintah Indonesia yang telah mengalami pertumbuhan secara signifikan sejak didirikan. Evaluasi tata kelola TI subdomain DSS02 fokus pada permintaan pelayanan dan masalah diharapkan dapat memberikan peningkatan di PT Bank Mandiri Lampung. Namun, implementasi TI di PT Bank Mandiri Lampung masih menghadapi hambatan. Adapun tujuan penelitian ini yaitu mengidentifikasi tingkat *capability level* saat ini pada PT Bank Mandiri Lampung, dan memberikan usulan rekomendasi perbaikan dan meningkatkan tata kelola teknologi informasi pada PT Bank Mandiri Lampung. Metode penelitian ini menggunakan metode kualitatif deskriptif yaitu dengan studi literatur, observasi, dan wawancara. Berdasarkan hasil rekapitulasi kesesuaian hasil kuesioner *IT Control Diagnostic* pada DSS02 menunjukkan nilai rata-rata keseluruhan sebesar 40%. Nilai ini menunjukkan bahwa beberapa jabatan melakukan lebih dari satu tugas utama. Namun, kinerja jabatan dan perusahaan berjalan dengan baik karena memenuhi tugas utama perusahaan dan sesuai dengan domain DSS02 RACI Chart COBIT 5. Berdasarkan hasil rekapitulasi kuesioner *Management Awareness Diagnostic* diperoleh *Current*

Capability Level rata – rata 4,27 atau berada pada level 4 dan *Expected Capability Level* rata – rata 4,53 atau berada pada level 5. Hasil penelitian menghasilkan 12 rekomendasi untuk mengurangi kesenjangan antara *Current Capability* dan *Expected Capability* sehingga bisa meningkat menjadi level 5 *optimized process* yaitu proses manajemen yang akan selalu dioptimalkan dan akan selalu ditingkatkan untuk mencapai efisiensi dan efektivitas serta memiliki inovasi dan pengembangan manajemen yang berlanjut di dalam proses DSS02. Dengan demikian, evaluasi ini diharapkan dapat memberikan wawasan yang berharga untuk meningkatkan manajemen TI di PT Bank Mandiri Lampung.

Kata kunci : Tata Kelola Teknologi Informasi, COBIT 5, *Current Capability Level*, *Expected Capability Level*, Gap Analisis.

ABSTRACT

THE ROLE OF INFORMATION TECHNOLOGY GOVERNANCE USING COBIT 5 FRAMEWORK FOCUS SUBDOMAIN DSS02 MANAGE SERVICE REQUESTS AND INCIDENTS (CASE STUDY: PT BANK MANDIRI LAMPUNG)

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PT Bank Mandiri is the result of the Indonesian government's banking restructuring program which has experienced significant growth since its establishment. Evaluation of IT governance subdomain DSS02 focusing on service requests and problems is expected to provide improvements at PT Bank Mandiri Lampung. However, IT implementation at PT Bank Mandiri Lampung still faces obstacles. The purpose of this research is to identify the current capability level at PT Bank Mandiri Lampung, and provide proposed recommendations for improvement and improve information technology governance at PT Bank Mandiri Lampung. This research method uses descriptive qualitative methods, namely by studying literature, observation, and interviews. Based on the recapitulation of the suitability of the results of the IT Control Diagnostic questionnaire on DSS02, it shows an overall average value of 40%. This value indicates that some positions perform more than one main task. However, the performance of the position and the company is going well because it fulfills the company's main task and is in accordance with the DSS02 RACI Chart COBIT 5 domain. Based on the results of

the recapitulation of the Management Awareness Diagnostic questionnaire, the average Current Capability Level is 4.27 or at level 4 and the average Expected Capability Level is 4.53 or at level 5. The results of the study resulted in 12 recommendations to reduce the gap between Current Capability and Expected Capability so that it can increase to level 5 optimized process, which is a management process that will always be optimized and will always be improved to achieve efficiency and effectiveness and have continuous management innovation and development in the DSS02 process. Thus, this evaluation is expected to provide valuable insight to improve IT management at PT Bank Mandiri Lampung.

Keywords: Information Technology Governance, COBIT 5, Current Capability Level, Expected Capability Level, Gap Analysis.