

**ABSTRAK**

Judul : PENILAIAN TINGKAT KAPABILITAS PENGELOLAAN  
PERMINTAAN LAYANAN DAN INSIDEN TEKNOLOGI  
INFORMASI MENGGUNAKAN FRAMEWORK COBIT 5 Studi  
Kasus: iNews  
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Program Studi : Sistem Informasi

Stasiun televisi iNews merupakan perusahaan yang bergerak di bidang media elektronik televisi yang menerapkan TI pada aktivitasnya untuk menyiarkan acara. Dalam penerapan TI terjadi kendala seperti permasalahan dan insiden yang dapat mengganggu operasional perusahaan. Penanganan akan permintaan layanan dan insiden TI perlu dikelola agar dapat memberikan dampak yang baik, pelayanan yang optimal dan dapat memberikan keuntungan sesuai dengan tujuan perusahaan, sehingga perlu adanya penilaian tingkat kapabilitas untuk mengukur kapabilitas perusahaan dalam mengelola permintaan layanan dan insiden TI.

Untuk menilai kapabilitas permintaan layanan dan insiden TI digunakan COBIT 5 *sub-domain DSS02 (Manage Service Request and Incident)*. Hasilnya berupa tingkat kapabilitas saat ini, target kapabilitas, analisis masalah dan risiko, serta untuk rekomendasi dilengkapi dengan standar ITIL V3 2011 untuk meningkatkan kapabilitas pengelolaan permintaan layanan dan insiden TI. Teknik pengumpulan data yang digunakan berupa kuesioner berdasarkan *RACI Chart* dan wawancara untuk validasi data.

Berdasarkan penilaian tingkat kapabilitas yang dilakukan, kapabilitas proses DSS02 pada iNews berada pada level 1 (*performed*) dengan *rating largely achieved* dengan hampir semua atribut proses tercapai dan target kapabilitas adalah level 2 (*managed*). Untuk mencapai target tingkat kapabilitas, diberikan rekomendasi berupa perbaikan aktivitas operasional, pelengkapan dokumentasi, pengimplementasian proses sesuai pengaturan proses dan *work products* harus ditetapkan, dikontrol, dan dimonitor secara tepat.

Kata kunci : penilaian tingkat kapabilitas, COBIT 5, DSS02, ITIL V3, *RACI Chart*

**ABSTRACT**

*Title : Assessment of Capability Level in Management in Manage Service Request and Incidents Information Technologi using COBIT 5 Framework Case Study: iNews*

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*The iNews television station is a company engaged in television electronic media that applies IT to its activities to broadcast events. In the application of IT, there are obstacles such as problems and incidents that can disrupt company operations. The handling of service requests and IT incidents needs to be managed so that they can have a good impact, optimal service and can provide benefits in accordance with company goals, so there is a need for a capability level assessment to measure the company's capabilities in managing service requests and IT incidents.*

*To assess the capability of service requests and IT incidents used COBIT 5 sub-domain DSS02 (Manage Service Request and Incident). The results are in the form of current capability levels, capability targets, problem and risk analysis, as well as recommendations for complementing ITIL V3 2011 standards to improve IT incident and service request management capabilities. The data collection techniques used were questionnaires based on the RACI Chart and interviews for data validation.*

*Based on the capability level assessment carried out, the DSS02 process capability on iNews is at level 1 (performed) with the rating largely achieved with almost all process attributes achieved and the capability target is level 2 (managed). To achieve the target level of capability, recommendations are given in the form of improving operational activities, completing documentation, implementing processes in accordance with process arrangements and work products must be properly defined, controlled and monitored.*

*Keywords: measurement of capability level, COBIT 5, DSS02, ITIL V3, RACI Chart*