

DAFTAR ISI

HALAMAN PERNYATAAN KEASLIAN	ii
HALAMAN PENGESAHAN TUGAS AKHIR.....	iii
HALAMAN PERSETUJUAN PUBLIKASI KARYA ILMIAH	iv
UNTUK KEPENTINGAN AKADEMIS	iv
KATA PENGANTAR	v
ABSTARK	vii
ABSTRACT	viii
DAFTAR ISI.....	ix
DAFTAR GAMBAR	xii
BAB 1	1
PENDAHULUAN	1
1.1. Latar Belakang	1
1.2. Identifikasi Masalah	4
1.3. Batasan Masalah.....	4
1.4. Tujuan Tugas Akhir.....	5
1.5. Manfaat Tugas Akhir.....	5
1.6. Ruang Lingkup Tugas Akhir.....	6
1.7. Sistematika Penulisan Tugas Akhir.....	6
BAB 2	8
TINJAUAN PUSTAKA	8
2.1. Penelitian Sebelumnya	8
2.2. Tata Kelola Teknologi Informasi	9
2.3. Evaluasi Tata Kelola Teknologi Informasi.....	11
2.4. COBIT (Control Objectives for Information and Related Techonolgy)	11
2.5. Prinsip COBIT 5.....	13
2.6. Enablers	15

2.7.	Implementasi COBIT 5	16
2.8.	Proses Dalam Framework COBIT 5	18
2.9.	Fokus COBIT 5 Domain MEA01	22
2.10.	<i>RACI Chart (Responsible, Accountable, Consulted, Informed)</i>	23
2.11.	<i>Process Assesment Model</i>	27
2.11.1.	Assessment Process Activities	27
2.11.2.	Indikator Kapabilitas Proses dalam COBIT 5.....	29
2.12.	Metode <i>Skala</i> Pengukuran <i>Capability level</i>	53
2.12.1.	<i>Skala Likert</i>	53
2.12.2.	<i>Skala Rating Scale</i>	53
2.13.	Menentukan Tingkat Kapabilitas pada COBIT 5	56
2.13.1.	Menghitung Rekapitulasi Jawaban Kuesioner	57
2.13.2.	Menghitung Nilai dan Level Kapabilitas	57
2.14.	Profil PT. Telekomunikasi Indonesia Tbk, Bagian <i>Payment Collection</i> ..	58
2.14.1.	Tujuan, Visi dan Misi.....	59
2.14.2.	<i>Standar Operasional Prosedur</i>	60
2.14.3.	Struktur Organisasi	61
2.14.4.	Sistem Informasi Manajemen <i>Payment Collection</i>	63
BAB 3	68
METODOLOGI PENELITIAN	68
3.1.	Rencana Penelitian	68
3.2.	Metode Penelitian.....	70
3.3.	Pengumpulan Data	70
3.3.1.	Observasi.....	70
3.3.2.	Wawancara/Interview	70
3.3.3.	Studi Literatur	71
3.4.	Metode Analisis Data	71
3.4.1.	<i>Initiation</i>	71
3.4.2.	Merencanakan Penilaian	71
3.5.	<i>Briefieng</i>	72
3.6.	<i>Data Collection</i>	72
3.7.	<i>Data Validation</i>	72

3.8. Proses Atribute Level	73
3.9. <i>Reporting the Result</i>	73
BAB 4	74
HASIL DAN PEMBAHASAN.....	74
4.1. <i>Initation</i>	74
4.1.1. <i>Payment Collection</i> PT. Telekomunikasi Indonesia	74
4.1.2. <i>Standar Operasional Prosedur Payment Collection</i>	76
4.1.3. <i>Scope of work</i>	78
4.2. <i>Planning The Assement</i>	89
4.3. <i>Briefing</i>	91
4.4. <i>Data Collection</i>	91
4.5. <i>Data Validation</i>	92
4.6. <i>Process Atribute Level</i>	97
4.6.1. Penentuan Nilai dan <i>Capability level</i> pada MEA01	97
4.6.2. Tingkat Kapabilitas MEA01	100
4.6.3. Pencapaian Proses Pada <i>Payment Collection</i>	102
4.7. <i>Reporting and Result</i>	106
BAB 5	111
PENUTUP.....	111
5.1. Kesimpulan.....	111
5.2. Saran.....	111
DAFTAR PUSTAKA	113
WEBSITE ISACA (COBIT 5).....	114
LAMPIRAN I	115
LAMPIRAN II	128
LAPORAN III.....	138
LAMPIRAN IV.....	140
LAMPIRAN V.....	142

DAFTAR GAMBAR

Gambar 2. 1. COBIT 5 <i>Principles</i>	14
Gambar 2. 2. <i>The Governance Objective</i>	14
Gambar 2. 3. <i>The Seven Phases Of The Implementation Life Cycle</i>	18
Gambar 2. 4. COBIT 5 PRM 37 Proses	19
Gambar 2. 5. <i>RACI Chart</i> COBIT 5 MEA01	24
Gambar 2. 6. Proses Penelian Kegiatan COBIT 5	27
Gambar 2. 7. Assesment Indicators.....	29
Gambar 2. 8. <i>Capability Level and Process Attributes</i>	54
Gambar 2. 9. <i>Skala Rating Scale</i>	55
Gambar 2. 10. Struktur Organisasi PT. Telekomunikasi Indonesia.....	62
Gambar 2. 11. Struktur Organisasi divisi Payment Collection	62
Gambar 2. 12. Struktur Organisasi Team Lapangan CTB	63
Gambar 2. 13. Home Ncxtools.....	64
Gambar 2. 14. Home IDEAS	65
Gambar 2. 15. Home Login e-info payment	65
Gambar 2. 16 Proses Penagihan.....	67
Gambar 3. 1. Tahapan Alur Penelitian.....	69
Gambar 4. 1. Rekap Data Konsumen pada Mrcsft Excel	78
Gambar 4. 2. Menu Awal Ncxtools	79
Gambar 4. 3. Menu Asset.....	79
Gambar 4. 4. Tampilan Asset header	80
Gambar 4. 5. Tampilan data dan produk pelanggan	80
Gambar 4. 6. Input nomer List produk.....	81
Gambar 4. 7. Tampilan List product	81
Gambar 4. 8. Send email	81
Gambar 4. 9. Tampilan send email	82

Gambar 4. 10. Tampilan informasi tagihan di email	82
Gambar 4. 11. Tampilan Invoice di email.....	83
Gambar 4. 12. Menu awal e-info payment pencarian	83
Gambar 4. 13. Tampilan Tagihan di ncxtools.....	84
Gambar 4. 14. Tampilan info tagihan data konsumen	84
Gambar 4. 15. Rekap Data New billing	85
Gambar 4. 16. Tampilan detail data new billing.....	85
Gambar 4. 17. Rekap data pra-npc.....	85
Gambar 4. 18. Tampilan data pra-npc.....	86
Gambar 4. 19. Terminology Collection Performance.....	86
Gambar 4. 20. Diagram Alur use case	87
Gambar 4. 21. Diagram Representasi Tingkat Kapabilitas MEA01	101

DAFTAR TABEL

Tabel 2. 1. Kriteria Kerja Informasi COBIT	12
Tabel 2. 2. Proses COBIT 5 MEA01	22
Tabel 2. 3. PA 1.1 <i>Performed Process</i>	30
Tabel 2. 4. PA 2.1 <i>Performance Management</i>	30
Tabel 2. 5. PA 2.2 Work Product Management	33
Tabel 2. 6. PA 3.1. <i>Process Definition</i>	36
Tabel 2. 7. PA 3.2 <i>Process Deployment</i>	39
Tabel 2. 8. PA 4.1 Process Measurement.....	43
Tabel 2. 9. PA 4.2 Process Control	46
Tabel 2. 10. PA 5.1 <i>Process Innovation</i>	48
Tabel 2. 11. PA 5.2 <i>Process Optimization</i>	51
Tabel 2. 12. <i>Skala Likert</i>	53
Tabel 2. 13. Tingkat Kapabilitas	56
Tabel 2. 14. Nilai dan Tingkat Kapabilitas	58
Tabel 4. 1. Keterangan dari alur user	87
Tabel 4. 2. RACI Chart MEA01	90
Tabel 4. 3. RACI Pemetaan MEA01.....	90
Tabel 4. 4. Hasil rekapitulasi tahap briefing	91
Tabel 4. 5. Output proses MEA01	92
Tabel 4. 6. Hasil Rekapitulasi kuesioner MEA01.01	93
Tabel 4. 7. Hasil Rekapitulasi kuesioner MEA01.02.....	94
Tabel 4. 8. Hasil Rekapitulasi kuesioner MEA01.03.....	94
Tabel 4. 9. Hasil Rekapitulasi kuesioner MEA01.04.....	95
Tabel 4. 10. Hasil Rekapitulasi kuesioner MEA01.05.....	96
Tabel 4. 11. Tingkat Kapabilitas Hasil MEA01.....	100
Tabel 4. 12. Process Attribute 2.1 <i>Perdormance Management</i>	102
Tabel 4. 13. Process Attribute 2.2 <i>Work Product Management</i>	103

Tabel 4. 14. Process Attribute 3.1 Work Process Definition	104
Tabel 4. 15. Process Attribute 3.2 Process Deployment	105
Tabel 4. 16. Hasil Pencapaian Level MEA01	106
Tabel 4. 17. Proses MEA01.01	107
Tabel 4. 18. Proses MEA01.02	108
Tabel 4. 19. Proses MEA01.03	108
Tabel 4. 20. Proses MEA01.04	109
Tabel 4. 21. Proses MEA01.05	110