

DAFTAR ISI

	Halaman
HALAMAN PERNYATAAN KEASLIAN.....	ii
HALAMAN PENGESAHAN TUGAS AKHIR	iii
HALAMAN PERSETUJUAN PUBLIKASI KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS	iv
KATA PENGANTAR	v
ABSTRAK.....	vii
ABSTRACT	viii
DAFTAR ISI	ix
DAFTAR GAMBAR.....	xiii
DAFTAR TABEL	xiv
BAB I	1
PENDAHULUAN	1
1.1 Latar Belakang	1
1.2 Rumusan Masalah.....	2
1.3 Batasan Masalah	2
1.4 Tujuan	3
1.5 Manfaat	3
1.6 Kerangka Berfikir	4
1.7 Sistematika Penulisan	4
BAB II	6
TINJAUAN PUSTAKA	6
2.1 Tata Kelola Teknologi Informasi.....	6
2.2 Manfaat Tata Kelola Teknologi Informasi	6
2.3 Area Tata Kelola Teknologi Informasi	7

2.4	COBIT 5.....	7
2.5	Prinsip COBIT 5	8
2.6	Model Referensi Proses COBIT 5	9
2.6.1	Evaluate, Direct, and Monitor (EDM)	10
2.6.2	Align, Plan, and Organize (APO)	11
2.6.3	Deliver, Service, and Support (DSS)	12
2.6.4	Build, Acquire, and Implement (BAI)	12
2.6.5	Monitor, Evaluate, and Assess (MEA)	13
2.7	Enabler COBIT 5	13
2.8	Pemetaan COBIT 5	15
2.8.1	Pemetaan Enterprise Goals Terhadap IT-related Goals COBIT 5	15
2.8.2	Pemetaan IT-related Goals Terhadap Proses COBIT 5	16
2.8.3	Fokus Area Pengukuran	18
2.8.4	COBIT Process Assessment Model (PAM).....	23
2.8.5	Indikator Kapabilitas COBIT 5	27
2.8.6	RACI Chart	53
2.9	Repository Literature	54
BAB III		73
METODOLOGI PENELITIAN		73
3.1	Objek Penelitian.....	73
3.2	Populasi dan Sampel	73
3.3	Alur Penelitian	73
3.4	Metode Pengumpulan Data.....	76
3.4.1	Data Primer	76
3.4.2	Data Sekunder	77

3.5	Teknik Analisis Data.....	77
3.5.1	Pengukuran Capability Level.....	77
3.5.2	Gap Analysis	78
BAB IV	80
ANALISIS DAN HASIL PEMBAHASAN	80
4.1	Initiation.....	80
4.1.1	Profil Perusahaan	80
4.1.2	Visi dan Misi Perusahaan.....	80
4.1.3	Struktur Organisasi	81
4.1.4	Peran dan Tanggung Jawab Fungsi Non-ERP Solution.....	81
4.1.5	Mapping COBIT 5.0 Pada Fungsi Non-ERP Solution	84
4.1.5.1	Mapping Enterprise Goals.....	84
4.1.5.2	Mapping Enterprise Goals terhadap IT-related Goals.....	86
4.1.5.3	Mapping IT-related Goals terhadap Process COBIT 5.0	88
4.1.6	Fokus Area Pengukuran	89
4.2	Planning The Assessment	91
4.3	Briefing	92
4.4	Data Collection	93
4.4.1	Data Collection Proses BAI03 Manage Solutions Identification and Build	93
4.4.2	Data Collection Proses DSS02 Manage Service Requests and Incidents.....	96
4.5	Data Validation	97
4.5.1	Hasil Rekapitulasi Kuesioner BAI03 Manage Solutions Identification and Build	97
4.5.2	Hasil Rekapitulasi Kuesioner DSS02 Manage Service Requests and Incidents.....	112

4.6	Process Attribute Level.....	118
4.6.1	Pencapaian Nilai Kapabilitas Proses BAI03 Pada Fungsi Non-ERP Solution	118
4.6.2	Tingkat Kapabilitas Proses BAI03.....	121
4.6.3	Pencapaian Nilai Kapabilitas Proses DSS02 Pada Fungsi Non-ERP Solution	122
4.6.4	Tingkat Kapabilitas Proses DSS02	125
4.6.5	Pencapaian Proses Pada Fungsi Non-ERP Solution	126
4.7	Reporting the Result	158
4.7.1	Rekomendasi.....	159
BAB V	175
PENUTUP	175
5.1	Kesimpulan	175
5.2	Saran	176
DAFTAR PUSTAKA	177
LAMPIRAN I	179
LAMPIRAN II	187
LAMPIRAN III	206
LAMPIRAN IV	207
LAMPIRAN V	208
LAMPIRAN VI	209

DAFTAR GAMBAR

Gambar 1. 1 Kerangka Berfikir	4
Gambar 2. 1 Kubus COBIT 5 (ISACA, 2012).....	8
Gambar 2. 2 Prinsip COBIT 5 (ISACA, 2014).....	8
Gambar 2. 3 Model Reference COBIT 5 (ISACA, 2012)	10
Gambar 2. 4 COBIT 5 Enabler (ISACA, 2012).....	14
Gambar 2. 5 Mapping COBIT 5 Enterprise to IT-related Goals (ISACA, 2012)..	16
Gambar 2. 6 Mapping COBIT 5 IT-related Goals to Processes (ISACA, 2012)..	17
Gambar 2. 7 Mapping COBIT 5 IT-related Goals to Processes (ISACA, 2012)..	18
Gambar 2. 8 Capability Levels and Process Attributes (ISACA, 2013).....	25
Gambar 2. 9 Rating Scale (ISACA, 2013).....	27
Gambar 2. 10 Process Capability Attributes COBIT 5 (ISACA, 2012)	28
Gambar 2. 11 Contoh Table RACI Chart (ISACA, 2012).....	54
Gambar 3. 1 Alur Penelitian	74
Gambar 4. 1 Struktur Organisasi Fungsi Non-ERP Solution dalam naungan Direktorat Penunjang Bisnis	81
Gambar 4. 2 Mapping Enterprise Goals	86
Gambar 4. 3 Mapping COBIT 5 Enterprise Goals to IT-related goals.....	87
Gambar 4. 4 Mapping IT-Relate Goals to COBIT 5 Process	88
Gambar 4. 5 Mapping IT-Relate Goals to COBIT 5 Process (Continue).....	89
Gambar 4. 6 Jadwal Penelitian.....	93
Gambar 4. 7 Radar Chart Proses BAI03	122
Gambar 4. 8 Radar Chart Proses DSS02	125

DAFTAR TABEL

Table 2. 1 PA 1.1 Process Performance	29
Table 2. 2 PA 2.1 Performance Management	30
Table 2. 3 PA 2.2 Work Product Management	33
Table 2. 4 PA 3.1 Process Definition	35
Table 2. 5 PA 3.2 Process Deployment.....	38
Table 2. 6 PA 4.1 Process Measurement.....	42
Table 2. 7 PA 4.1 Process Control	46
Table 2. 8 PA 5.1 Process Innovation	48
Table 2. 9 PA 5.2 Process Optimisation.....	51
Table 2. 10 Repository Literature	54
Table 4. 1 RACI Chart Proses BAI03	91
Table 4. 2 RACI Chart Proses DSS02.....	92
Table 4. 3 Output Proses BAI03 Manage Solutions Identification and Build. ..	94
Table 4. 4 Output Proses DSS02 Manage Service Requests and Incients	96
Table 4. 5 Hasil Rekapitulasi Sub-Proses BAI03.01	98
Table 4. 6 Hasil Rekapitulasi Sub-Proses BAI03.02	99
Table 4. 7 Hasil Rekapitulasi Sub-Proses BAI03.03	101
Table 4. 8 Hasil Rekapitulasi Sub-Proses BAI03.04	102
Table 4. 9 Hasil Rekapitulasi Sub-Proses BAI03.05	103
Table 4. 10 Hasil Rekapitulasi Sub-Proses BAI03.06	105
Table 4. 11 Hasil Rekapitulasi Sub-Proses BAI03.07	106
Table 4. 12 Hasil Rekapitulasi Sub-Proses BAI03.08	107
Table 4. 13 Hasil Rekapitulasi Sub-Proses BAI03.09	108
Table 4. 14 Hasil Rekapitulasi Sub-Proses BAI03.10	110

Table 4. 15 Hasil Rekapitulasi Sub-Proses BAI03.11	111
Table 4. 16 Hasil Rekapitulasi Sub-Proses DSS02.01	112
Table 4. 17 Hasil Rekapitulasi Sub-Proses DSS02.02	113
Table 4. 18 Hasil Rekapitulasi Sub-Proses DSS02.03	114
Table 4. 19 Hasil Rekapitulasi Sub-Proses DSS02.04	115
Table 4. 20 Hasil Rekapitulasi Sub-Proses DSS02.05	116
Table 4. 21 Hasil Rekapitulasi Sub-Proses DSS02.06	116
Table 4. 22 Hasil Rekapitulasi Sub-Proses DSS02.07	117
Table 4. 23 Hasil Rata-Rata Nilai Kapabilitas dan Tingkat Kapabilitas Proses BAI03	121
Table 4. 24 Hasil Rata-Rata Nilai Kapabilitas dan Tingkat Kapabilitas Proses DSS02.....	125
Table 4. 25 Process Attribute 1.1 Process Performance BAI03.....	126
Table 4. 26 Process Attribute 2.1 Performance Management BAI03	131
Table 4. 27 Process Attribute 2.2 Work Product Management BAI03	132
Table 4. 28 Process Attribute 3.1 Process Definition BAI03.....	133
Table 4. 29 Process Attribute 3.2 Process Deployment BAI03	134
Table 4. 30 Process Attribute 4.1 Process Measurement BAI03	136
Table 4. 31 Process Attribute 4.2 Process Control BAI03	139
Table 4. 32 Process Attribute 1.1 Process Performance DSS02	141
Table 4. 33 Process Attribute 2.1 Performance Management DSS02.....	144
Table 4. 34 Process Attribute 2.2 Work Product Management DSS02	145
Table 4. 35 Process Attribute 3.1 Process Definition DSS02	147
Table 4. 36 Process Attribute 3.2 Process Deployment DSS02.....	148
Table 4. 37 Process Attribute 4.1 Process Measurement DSS02.....	150
Table 4. 38 Process Attribute 4.2 Process Control DSS02	152

Table 4. 39 Process Attribute 5.1 Process Innovation DSS02	153
Table 4. 40 Process Attribute 5.2 Process Optimisation DSS02.....	155
Table 4. 41 Rangkuman Hasil Penilaian Proses BAI03.....	157
Table 4. 42 Rangkuman Hasil Penilaian Proses DSS02	157
Table 4. 43 Analisis Gap Proses BAI03.....	158
Table 4. 44 Analisis Gap Proses DSS02	159
Table 4. 45 Hasil Temuan, Gap, dan Rekomendasi BAI03.01	160
Table 4. 46 Hasil Temuan, Gap, dan Rekomendasi BAI03.02	161
Table 4. 47 Hasil Temuan, Gap, dan Rekomendasi BAI03.03	162
Table 4. 48 Hasil Temuan, Gap, dan Rekomendasi BAI03.04	164
Table 4. 49 Hasil Temuan, Gap, dan Rekomendasi BAI03.05	164
Table 4. 50 Hasil Temuan, Gap, dan Rekomendasi BAI03.06	165
Table 4. 51 Hasil Temuan, Gap, dan Rekomendasi BAI03.07	166
Table 4. 52 Hasil Temuan, Gap, dan Rekomendasi BAI03.08	166
Table 4. 53 Hasil Temuan, Gap, dan Rekomendasi BAI03.09	167
Table 4. 54 Hasil Temuan, Gap, dan Rekomendasi BAI03.10.	168
Table 4. 55 Hasil Temuan, Gap, dan Rekomendasi BAI03.11	168
Table 4. 56 Hasil Temuan, Gap, dan Rekomendasi DSS02.01.....	169
Table 4. 57 Hasil Temuan, Gap, dan Rekomendasi DSS02.02.....	170
Table 4. 58 Hasil Temuan, Gap, dan Rekomendasi DSS02.03.....	171
Table 4. 59 Hasil Temuan, Gap, dan Rekomendasi DSS02.04.....	172
Table 4. 60 Hasil Temuan, Gap, dan Rekomendasi DSS02.05.....	172
Table 4. 61 Hasil Temuan, Gap, dan Rekomendasi DSS02.06.....	173
Table 4. 62 Hasil Temuan, Gap, dan Rekomendasi DSS02.07.....	174