

DAFTAR ISI

ABSTRAK.....	i
ABSTRACT.....	ii
LEMBAR PENGESAHAN	iii
LEMBAR PERNYATAAN ORISINALITAS	iv
KATA PENGANTAR	v
DAFTAR ISI.....	vii
DAFTAR GAMBAR.....	x
DAFTAR TABEL.....	xi
DAFTAR ISTILAH.....	xiii
DAFTAR LAMPIRAN.....	xiv
BAB I PENDAHULUAN.....	1
I.1 Latar Belakang.....	1
I.2 Rumusan Masalah.....	3
I.3 Tujuan Penelitian	4
I.4 Batasan Penelitian.....	5
I.5 Manfaat Penelitian	5
I.6 Sistematika Penulisan	6
BAB II TINJAUAN PUSTAKA.....	8
II.1 Tata Kelola Teknologi Informasi	8
II.2 COBIT 2019	9
II.2.1 COBIT <i>Core Model</i>	11
II.2.2 <i>Component of Governance System</i>	12
II.2.3 <i>Design Factor</i>	14

II.2.4 <i>Capability Level</i>	15
II.2.5 Pendekatan COBIT <i>Implementation Lifecycle</i>	16
II.3 Pengelolaan Layanan Teknologi Informasi.....	18
II.4 Penelitian Terdahulu.....	20
II.5 Alasan Pemilihan COBIT 2019.....	24
BAB III METODOLOGI PENELITIAN.....	27
III.1 Kerangka Berpikir.....	27
III.2 Sistematika Penyelesaian Masalah.....	30
III.3 Pengumpulan Data	32
III.4 Pengolahan Data.....	33
III.4.1 Teknik Prioritas <i>Design Factor</i>	34
III.4.2 <i>Capability Assessment</i>	34
III.4.3 <i>Potential Improvement</i>	34
III.4.4 <i>Roadmap Timeline</i>	35
III.5 Metode Evaluasi.....	35
BAB IV PENGUMPULAN DAN ANALISIS DATA	36
IV.1 Pengumpulan Data	36
IV.1.1 Data Primer	36
IV.1.2 Data Sekunder.....	37
IV.2 Analisis Data.....	37
IV.2.1 <i>Phase 1 – Recognize Need To Act</i>	38
IV.2.1.1 COBIT 2019 <i>Design Factor</i>	39
IV.2.1.2 Hasil Desain Sistem Tata Kelola	57
IV.2.2 <i>Phase 2 – Assess Current State</i>	64
IV.2.2.1 Komponen <i>Assessment Capability</i>	64
IV.2.2.2 Hasil <i>Assessment Capability</i>	66
IV.2.3 <i>Phase 3 – Define Target State</i>	67
IV.2.3.1 <i>Capability Level Target</i>	68
IV.2.3.2 <i>Gap Analysis</i>	68

IV.2.3.3 <i>Potential Improvement</i>	70
BAB V REKOMENDASI DAN ROADMAP	77
V.1 <i>Phase 4 – Build Improvement</i>	77
V.1.1 <i>Detailing Improvement</i>	77
V.1.1.1 Aspek <i>People</i>	77
V.1.1.2 Aspek <i>Process</i>	81
V.1.1.3 Aspek <i>Technology</i>	83
V.1.2 <i>Design Improvement</i>	84
V.1.2.1 Perancangan Perbaikan Aspek <i>People</i>	85
V.1.2.2 Perancangan Perbaikan Aspek <i>Process</i>	88
V.1.2.2.1 Perancangan Rekomendasi <i>Policy</i>	88
V.1.2.2.2 Perancangan Rekomendasi <i>Procedure</i>	91
V.1.2.3 Perancangan Perbaikan Aspek <i>Technology</i>	98
V.1.3 <i>Roll Out Solution</i>	100
BAB VI KESIMPULAN DAN SARAN	104
VI.1 Kesimpulan	104
VI.2 Saran	105
DAFTAR PUSTAKA	106
LAMPIRAN.....	110