DAFTAR ISI

ABSTRAK i
ABSTRACT ii
LEMBAR PENGESAHAN iii
LEMBAR PERNYATAAN ORISINALITAS iv
KATA PENGANTAR v
DAFTAR ISI vi
DAFTAR GAMBAR viii
DAFTAR TABEL ix
DAFTAR LAMPIRAN x
BAB I PENDAHULUAN 1
I.1 Latar Belakang 1
I.2 Perumusan masalah 4
I.3 Tujuan Penelitian 5
I.4 Batasan Penelitian 5
I.5 Manfaat Penelitian 5
I.6 Sistematika Penulisan 6
BAB II TINJAUAN PUSTAKA 8
II.1 Tata Kelola TI 8
II.2 Kerangka Kerja Tata Kelola TI 8
II.3 Alasan Pemilihan Kerangka Kerja 10
II.4 COBIT 2019 11
II.4.1 *Design Factor* COBIT 2019 13
II.4.2 Komponen COBIT 2019 15
II.4.3 Prinsip COBIT 2019 17
II.4.4 *Focus Area* 18
II.4.5 Implementasi COBIT 2019 19
II.4.6 *Capability Level* 21
II.4.7 *Maturity Level* 22
II.5 Penelitian Terdahulu 22
BAB III METODOLOGI PENELITIAN 26
III.1 Model Konseptual 26
III.2 Sistematika Penyelesaian Masalah 29
III.3 Pengumpulan Data 31

III.4 Teknik Pengumpulan Data 32
III.5 Analisis Data 33
III.5.1 Analisis *Design Factor* 34
III.5.2 *Capability Assessment* 34
III.5.3 Komponen *Capability Assessment* 34
III.5.4 Perhitungan *Capability Level* 36
III.5.5 *Gap analysis and Potential Improvement* 36
III.5.6 *Roadmap* Implementasi 37
III.6 Metode Evaluasi 37
III.7 Alasan Pemilihan Metode 38
BAB IV ANALISIS DATA 40
IV.1 Deskripsi Objek Penelitian 40
IV.2 Fase 1 - *Recognize Need to Act* 40
IV.3 Fase 2 - *Asses Current State* 41
IV.3.1 Hasil *Capability Assessment* 41
IV.4 Fase 3 - *Define Target State* 43
IV.4.1 *Design Factor* COBIT 2019 43
IV.4.2 Hasil *Design Factor* 55
IV.4.3 *Gap Analysis* 57
BAB V REKOMENDASI DAN PERANCANGAN 61
V.1 Fase 4 - *Build Improvement* 61
V.2 *Potential Improvement* 61
V.3 *Detailing Improvement* 67
V.3.1 *People Aspect* 67
V.3.2 *Process Aspect* 69
V.3.3 Aspek *Technology* 95
V.4 *Roadmap* Implementasi 99
BAB VI KESIMPULAN DAN SARAN 101
VI.1 Kesimpulan 101
VI.2 Saran 102
DAFTAR PUSTAKA 103
LAMPIRAN 105