

Meilany Anjani, 2015. Pengelolaan Perjanjian Layanan Teknologi Informasi Menggunakan Kerangka Kerja COBIT 5 Pada Proses APO09 Studi Kasus PT. Petrokimia Gresik. Skripsi ini dibawah bimbingan Eva Hariyanti, S.Si., M.T. dan Drs. Eto Wuryanto, DEA Program Studi S1 Sistem Informasi. Fakultas Sains dan Teknologi, Universitas Airlangga.

ABSTRAK

Tujuan dari penelitian untuk menganalisis tingkat kesadaran TI pada proses pengelolaan perjanjian layanan TI dan menganalisis *capability level* kondisi saat ini dengan yang diharapkan serta mendefinisikan suatu rancangan saran dan rekomendasi usulan kebijakan. Departemen Tekinfo merupakan penyedia layanan TI dalam mendukung dan membantu proses bisnis yang ada di PT. Petrokimia Gresik. Dalam prosesnya, Departemen Tekinfo PT. Petrokimia Gresik memenuhi permintaan sesuai yang dibutuhkan oleh setiap Departemen. Dalam melakukan sebuah perjanjian layanan TI diperlukan sebuah standar khusus tentang pengelolaan perjanjian layanan TI. Departemen Tekinfo belum memiliki standar dan prosedur khusus dalam pengelolaan perjanjian layanan TI. Oleh karena itu dilakukan penelitian tentang proses pengelolaan perjanjian layanan TI menggunakan kerangka kerja COBIT 5 pada proses APO09.

Penelitian ini, dilakukan dalam 5 tahap yaitu tahap perumusan masalah dan pemetaan RACI chart, pembuatan kuesioner, penyebaran kuisisioner di Departemen Tekinfo PT. Petrokimia Gresik, analisa hasil jawaban kuesioner, dan perancangan saran dan solusi perbaikan atas hasil analisis hasil jawaban kuisisioner.

Berdasarkan hasil analisis didapatkan nilai kinerja kepedulian TI terhadap pengelolaan perjanjian layanan TI adalah 2, dan pencapaian level kapabilitas saat ini berada pada level 3 P.A 3.1 process definition dan P.A 3.2 process development . Usulan tindakan perbaikan dilakukan dalam 2 tahap yaitu pencapaian *capability level* 4 dan pencapaian *capability level* 5.

Kata Kunci—COBIT 5, perjanjian layanan TI, *Capability level*, *Management awarness*

Meilany Anjani, 2015. Management of Information Technology Services Agreement Using COBIT 5 Framework in APO09 Process (Case Study PT .PT. Petrokimia Gresik). This *skripsi* was under guidance of Eva Hariyanti, S.Si., M.T. and Drs. Eto Wuryanto, DEA. Bachelor Degree of Information System. Faculty of Science and Technology, Airlangga University.

ABSTRACT

The purpose of this research was to analyze the awareness level of IT services agreement governance process and to analyze the recent capability level with the desired one and to define the suggested design and recommendation of proposed policy. Department of Information Technology PT. Petrokimia Gresik was the Department which was responsible for Information Technology (IT). The department acted as an IT services provider to support and assist the existing business processes in PT. Petrokimia Gresik. Department of IT PT. Petrokimia Gresik always fulfils the demand as required by each department. Agreement of information technology services (IT) was also very necessary because it should have specific standards regarding the management of IT service agreement. While the Department of IT PT. Petrokimia Gresik did not have a standard and special procedures in the management of IT service agreement. Therefore, research on the process of managing IT service agreements using the COBIT framework 5 on APO09 process was done.

In conducting the research, 5 phases were carried out: the formulation of the problem and mapping RACI phase, the making of questionnaire, the distribution of the questionnaire in Department of IT PT. Petrokimia Gresik, the analysis of the responses to questionnaires, and the design suggestions and solutions analysis for improvement over the results of the questionnaire answer results.

Based on the results, performance value of IT concern to the management of IT services agreement was 2, while the achievement level of capability was currently at level 3 P.A 3.1 for process definition and PA 3.2 for process development. Proposed corrective action would be carried out in two phases, namely the achievement of capability level 4 and achievement of capability level 5.

Keywords—COBIT 5, IT Services Agreement, *Capability level*, *Management awarness*