

# DAFTAR ISI

|  |      |
|--|------|
| LEMBAR PERNYATAAN.....   | iii  |
| LEMBAR PENGESAHAN .....  | iv   |
| ABSTRAK.....   | v    |
| LEMBAR PERSEMBAHAN.....  | vii  |
| KATA PENGANTAR.....  | viii |
| DAFTAR GAMBAR.....   | xii  |
| DAFTAR TABEL .....   | xiii |
| DAFTAR LAMPIRAN .....  | xiv  |
| BAB I.....   | 15   |
| PENDAHULUAN.....   | 15   |
| 1.1 Latar Belakang.....  | 15   |
| 1.2 Perumusan Masalah.....   | 17   |
| 1.3 Pernyataan Masalah .....   | 17   |
| 1.4 Tujuan .....   | 17   |
| 1.5 Batasan Masalah .....  | 18   |
| 1.6 Hipotesis.....   | 18   |
| 1.7 Sistematika Penulisan .....  | 18   |
| BAB II.....  | 20   |
| TINJAUAN PUSTAKA.....  | 20   |
| 2.1 Kajian Teori .....   | 20   |
| 2.1.1 Analisis .....   | 20   |
| 2.1.2 Pengertian Tata Kelola .....   | 20   |
| 2.1.3 Pengertian Tata Kelola Teknologi Informasi .....                       | 20   |
| 2.1.4 Analisis Tata Kelola Teknologi Informasi.....                          | 20   |
| 2.2 Framework Tata Kelola Teknologi Informasi .....                          | 21   |
| 2.2.1 Capability Maturity Model Integration (CMMI).....                      | 21   |
| 2.2.2 Information Technology Infrastructure Library (ITIL) .....             | 22   |
| 2.2.3 The Open Grup Architectur Framework (TOGAF).....                       | 23   |
| 2.2.4 International Standard Organization (ISO) .....                        | 23   |
| 2.2.5 Control Objectives for Information and Related Technology (COBIT)..... | 24   |
| 2.3 <i>Framework</i> COBIT 5 .....   | 26   |
| 2.3.1 Prinsip Kerja COBIT 5.....   | 26   |
| 2.4 Enabler .....  | 32   |
| 2.5 Perbedaan COBIT 5 dan COBIT 4.1.....                                     | 33   |

|  |    |
|--|----|
| 2.6 Tahap Implementasi COBIT 5.....  | 33 |
| 2.7 Model Proses Referensi .....   | 34 |
| 2.7.1 Evaluate, Direct and Monitor (EDM).....                                  | 35 |
| 2.7.2 Align, Plan and Organize (APO).....                                      | 36 |
| 2.7.3 Build, Acquire and Implementation (BAI) .....                            | 40 |
| 2.7.4 Deliver, Service and Support (DSS) .....                                 | 44 |
| 2.7.5 Monitor, Evaluate and Assess (MEA) .....                                 | 46 |
| 2.8 Process Assessment Model (PAM).....  | 47 |
| 2.8.1 Assessment Process Activities.....                                       | 48 |
| 2.9 Metode Skala dalam Pengukuran <i>Capability Level</i> .....                | 48 |
| 2.9.1 Skala <i>Likert</i> .....  | 49 |
| 2.9.2 Skala Rating Scale.....  | 49 |
| 2.9.3 Pengukuran <i>Capability Level</i> menggunakan <i>Skala Likert</i> ..... | 50 |
| 2.10 Kajian Pustaka .....  | 50 |
| BAB III.....   | 53 |
| METODOLOGI PENELITIAN.....   | 53 |
| 3.1 Desain Penelitian .....  | 53 |
| 3.2 Pengumpulan Data.....  | 53 |
| 3.2.1 Observasi.....   | 53 |
| 3.2.2 Interview .....  | 54 |
| 3.2.3 Pemetaan IT Enterprise, Process, Goals .....                             | 54 |
| 3.3 Analisis Data .....  | 55 |
| 3.3.1 Initiation .....   | 55 |
| 3.3.2 Planning Assessment.....   | 55 |
| 3.4 Briefing.....  | 55 |
| 3.5 Data Collection.....   | 55 |
| 3.6 Data Validation.....   | 55 |
| 3.7 Process Attribute Level.....   | 55 |
| 3.8 Result Report .....  | 56 |
| BAB IV.....  | 57 |
| HASIL & PEMBAHASAN .....   | 57 |
| 4.1 Initiation.....  | 57 |
| 4.1.1 Sejarah PT Pamapersada Nusantara .....                                   | 57 |
| 4.1.2 Makna Logo Perusahaan.....   | 58 |
| 4.1.3 Visi dan Misi Perusahaan .....   | 58 |

|   |     |
|---|-----|
| 4.1.4 Struktur Organisasi PT Pampersada Nusantara (PLANT 2 KPCS Division).....                      | 59  |
| 4.1.5 Tugas dan Fungsi PLANT Division PT Pampersada Nusantara .....                                 | 59  |
| 4.1.6 Pembahasan Hasil Tahap <i>Initiation</i> .....  | 59  |
| 4.2 Planning the Assessment .....   | 60  |
| 4.2.1 Hasil Responden Proses MEA01 (Monitor, Evaluate, Assess Performance and<br>Conformance) ..... | 60  |
| 4.3 Briefing.....   | 60  |
| 4.4 Data Collection.....  | 61  |
| 4.4.1 Hasil <i>Data Collection</i> Proses MEA01 .....   | 61  |
| 4.5 Data Validation.....  | 62  |
| 4.5.1 MEA01.01 Menetapkan Pendekatan Pemantauan.....  | 62  |
| 4.5.2 MEA01.02 Mengatur Kinerja dan Target Kesesuaian .....   | 64  |
| 4.5.3 MEA01.03 Pengumpulan Proses Kinerja dan Data Kesesuaian .....                                 | 65  |
| 4.5.4 MEA01.04 Menganalisa dan Melaporkan Kinerja.....  | 66  |
| 4.5.5 MEA01.05 Memastikan Implementasi Tindakan Korektif .....                                      | 67  |
| 4.6 Process Attribute Level.....  | 67  |
| 4.6.1 Penentuan Nilai Kapabilitas MEA01.01 Menetapkan Pendekatan Pemantauan .....                   | 68  |
| 4.6.2 Penentuan Nilai Kapabilitas MEA01.02 Mengatur Kinerja dan Target Kesesuaian .....             | 68  |
| 4.6.3 Penentuan Nilai Kapabilitas MEA01.03 Pengumpulan Proses Kinerja dan Data Kesesuaian<br>.....  | 68  |
| 4.6.4 Penentuan Nilai Kapabilitas MEA01.04 Menganalisa dan Melaporkan Kinerja .....                 | 69  |
| 4.6.5 Penentuan Nilai Kapabilitas MEA01.05 Memastikan Implementasi Tindakan Korektif .....          | 69  |
| 4.6.6 Tingkat Kapabilitas MEA01 .....   | 69  |
| 4.7 <i>Reporting the Result</i> .....   | 70  |
| 4.7.1 Analisa <i>Gap</i> dan Rekomendasi Temuan.....  | 71  |
| BAB V.....  | 72  |
| PENUTUP.....  | 72  |
| 5.1 Kesimpulan.....   | 72  |
| 5.2 Saran .....   | 73  |
| LAMPIRAN.....   | 74  |
| DAFTAR PUSTAKA .....  | 102 |