

DAFTAR ISI

ABSTRAK	i
<i>ABSTRACT</i>	ii
LEMBAR PENGESAHAN	iii
LEMBAR PERNYATAAN ORISINALITAS	iv
KATA PENGANTAR	v
DAFTAR ISI	vii
DAFTAR GAMBAR	x
DAFTAR TABEL	xi
DAFTAR LAMPIRAN	xii
Bab I PENDAHULUAN	1
I.1 Latar Belakang	1
I.2 Perumusan Masalah	3
I.3 Tujuan Penelitian	4
I.4 Batasan Penelitian	4
I.5 Manfaat Penelitian	4
I.6 Sistematika Penulisan	5
Bab II TINJAUAN PUSTAKA	7
II.1 Tata Kelola Teknologi Informasi	7
II.2 Tata Kelola Teknologi Informasi <i>Framework</i>	7
II.3 Perbandingan <i>Framework</i>	8
II.4 Alasan Pemilihan Kerangka Kerja	9
II.5 COBIT 2019	10
II.5.1 <i>Design Factor</i>	13
II.5.2 Komponen COBIT 2019	14
II.5.3 Fokus Area	16

II.5.4	Implementasi <i>Roadmap</i> COBIT 2019.....	17
II.5.5	<i>Capability Level</i>	18
II.6	Penelitian Terdahulu.....	20
Bab III	Metodologi Penelitian.....	23
III.1	Kerangka Konseptual.....	23
III.2	Sistematika Penyelesaian Masalah	26
III.3	Pengumpulan Data.....	28
III.4	Teknik Pengumpulan Data.....	28
III.5	Analisis Data.....	30
III.5.1	<i>Analisis Design Factor</i>	30
III.5.2	<i>Capability Assessment</i>	31
III.5.3	Komponen <i>Assesment Capability</i>	31
III.5.4	Perhitungan <i>Capability Assessment</i>	32
III.5.5	<i>Gap Analysis and Potential Improvement</i>	33
III.5.6	<i>Roadmap</i> Implementasi.....	33
III.6	Metode Evaluasi	34
Bab IV	ANALISIS DATA	35
IV.1	Deskripsi Objek Penelitian	35
IV.2	<i>Phase 1 Recognize Needs to Act</i>	36
IV.3	<i>Phase 2 Assess Curent State</i>	36
IV.4	<i>Phase 3 Define Target State</i>	38
IV.4.1	<i>Design Factor</i>	39
IV.4.2	Hasil <i>Design Factor</i>	57
IV.4.3	<i>Gap Analysis</i>	59
Bab V	REKOMENDASI DAN PERANCANGAN.....	62
V.1	<i>Phase 4 Build Improvement</i>	62

V.2	<i>Potential Improvement</i>	62
V.3	<i>Detail Improvement</i>	68
V.3.1	<i>Aspek Technology</i>	68
V.3.2	<i>Aspek people</i>	70
V.3.3	<i>Aspek Process</i>	73
V.4	<i>Roadmap Penelitian</i>	96
Bab VI	KESIMPULAN DAN SARAN	100
VI.1	Kesimpulan	100
VI.2	Saran	101
	Daftar Pustaka	102
	LAMPIRAN.....	105