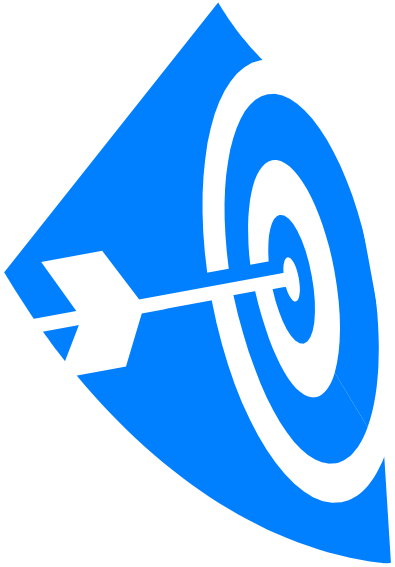# Keselarasan Tata Kelola Teknologi Informasi

PROGRAM STUDI TEKNOLOGI INFORMASI

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Capaian pembelajaran

➢ Mahasiswa memehami pentingnya keselarasan bisnis dengan TI

➢ Mahasiswa mengerti hubungan dan prinsip Keselarasan Bisnis dan TI

OUTLINE

- ❑ Keselarasan TI dan Bisnis
- ❑ Strategic Alignment Model
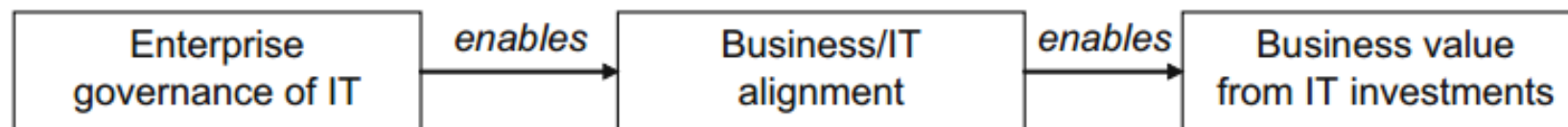- ❑ Prinsip Keselarasan Bisnis dan TI

Keselarasan TI dan Bisnis

◦ Definisi tata kelola TI perusahaan menekankan hasil utama dari tata kelola TI perusahaan adalah penyelarasan antara teknologi informasi dengan bisnis

◦ Proses dan tujuan dalam mencapai *competitive advantage* melalui pengembangan dan pelestarian hubungan simbiosis antara bisnis dan TI

◦ Faktor pendorong penting untuk memperoleh nilai bisnis melalui inverstasi di bidang TI
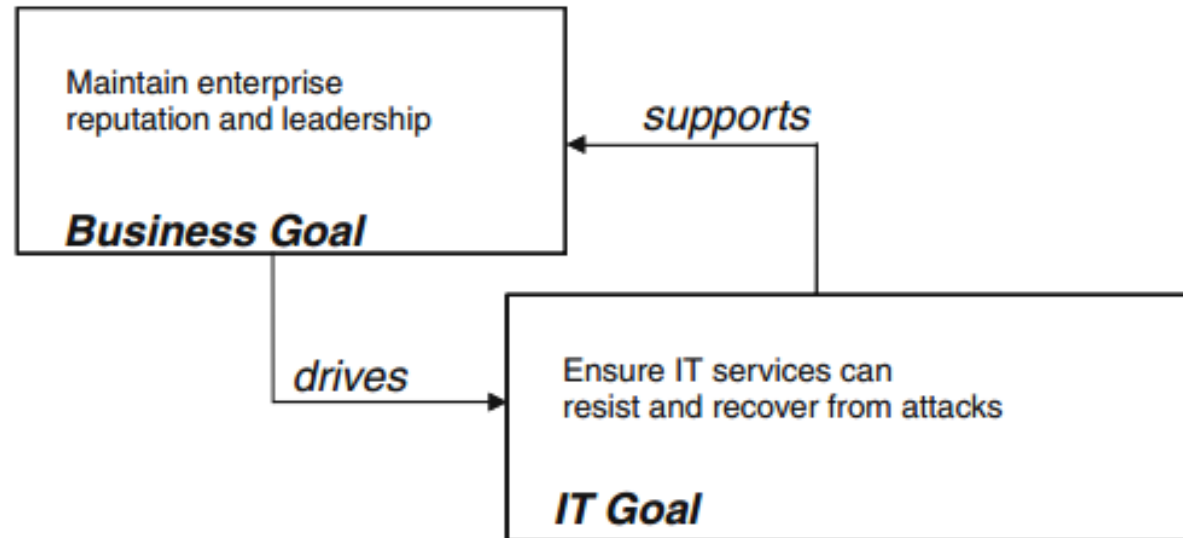
2 pertanyaan besar yang harus dipertimbangkan:

1. Bagaimana TI diselaraskan dengan bisnis?
2. Bagaimana bisnis diselaraskan dengan TI?

Enterprise governance of IT	*enables* →	Business/IT alignment	*enables* →	Business value from IT investments

Keselarasan Tujuan Bisnis dan Tujuan TI

Bila ''*menjaga reputasi dan kepemimpinan perusahaan*'' merupakan tujuan bisnis yang penting, maka tujuan TI yang mendukung haruslah ''*memastikan layanan TI dapat bertahan dan aman dari serangan*''

Top 10 prioritized list of business goals	Top 10 prioritized list of IT goals
1. Improve customer orientation and service	1. Align the IT strategy to the business strategy
2. Comply with external laws and regulations	2. Maintain the security (confidentiality, integrity and availability) of information and processing infrastructure
3. Establish service continuity and availability	3. Make sure that IT services are reliable and secure
4. Manage (IT related) business risks	4. Provide service offerings and service levels in line with business requirements
5. Offer competitive products and services	5. Provide IT compliance with laws and regulations
6. Improve and maintain business process functionality	6. Translate business functional and control requirements in effective and efficient automated solutions
7. Provide a good return on investment of (IT enabled) business investments	7. Deliver projects on time and on budget meeting quality standards
8. Acquire, develop and maintain skilled and motivated people	8. Drive commitment and support of executive management
9. Create agility in responding to changing business requirements	9. Improve IT's cost-efficiency
10. Obtain reliable and useful information for strategic decision making	10. Account for and protect all IT assets

Keselarasan Tujuan Bisnis dan Tujuan TI

Strategic Alignment Model [1]

◦ Model Penyelarasan Strategis menggambarkan pencocokan dan integrasi antara strategi bisnis, strategi TI, struktur bisnis, & struktur TI

◦ Henderson dan Venkatraman yang pertama kali menjelaskan hubungan antara strategi bisnis dan strategi TI dalam Strategic Alignment Model (SAM)
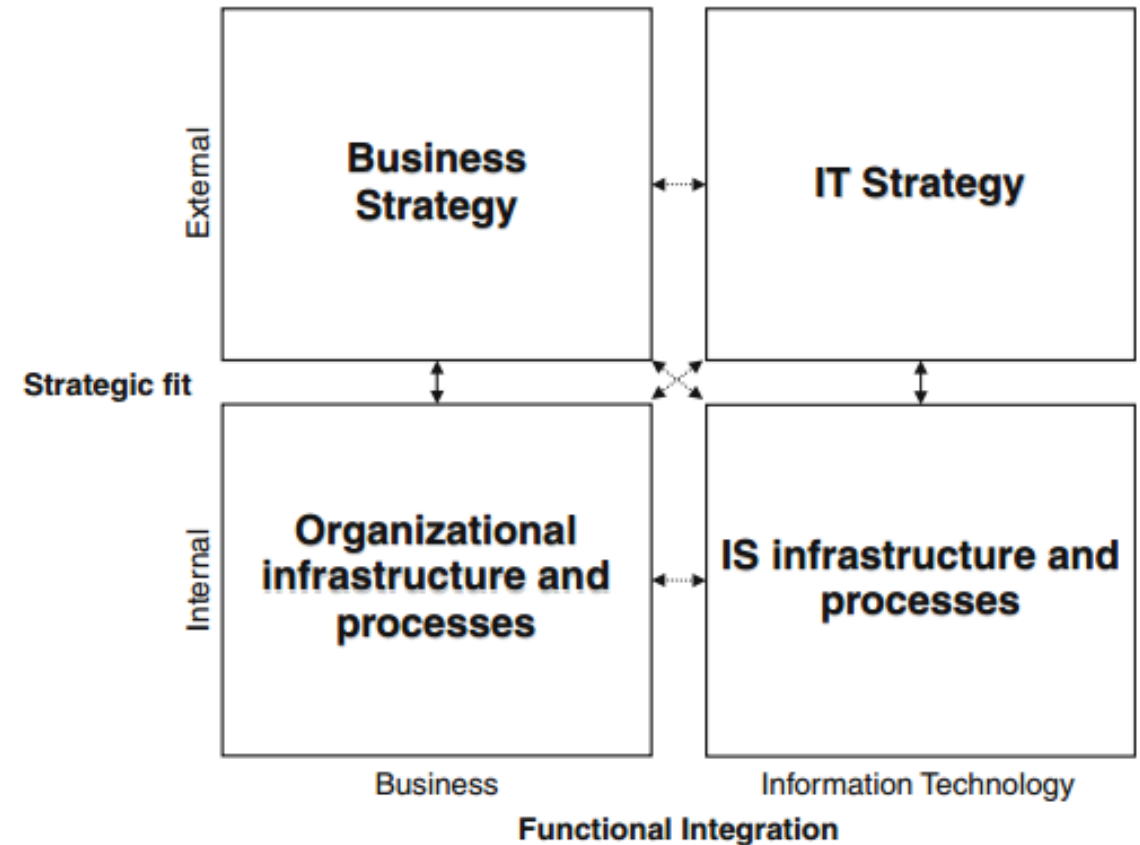
Strategic Alignment Model [2]

Konsep SAM didasarkan pada 2 hal: *strategic fit* dan *functional integration*

◦ **Strategic fit** menganggap bahwa strategi TI harus dijelaskan dalam bentuk domain eksternal (bagaimana posisi perusahaan dalam pasar TI) dan domain internal (bagaimana infrastruktur TI harus diatur dan dikelola)

◦ Ada 2 jenis **functional integration**:

1. **Strategic integration** → hubungan antara strategi bisnis dan strategi TI menggambarkan komponen eksternal yang penting bagi perusahaan dengan adanya TI sebagai sumber *strategic advantage*

2. **Operational integration** → mencakup domain internal dan berurusan dengan hubungan antara infrastruktur dan proses organisasi serta infrastruktur dan proses TI
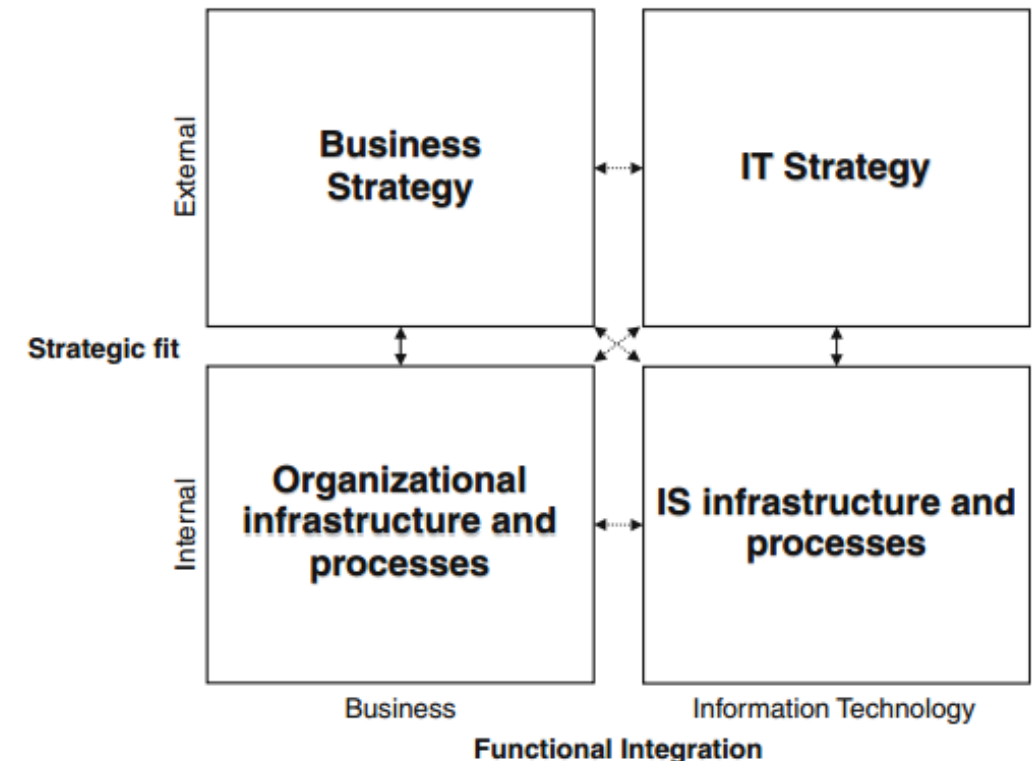
Prinsip Keselarasan Bisnis dan TI [1]

1. IT is a professional organization that effectively and efficiently manages its resources in alignment with the needs of the organization

2. IT is the exclusive provider of IT services. Outsourcing is always organized in joint partnership between business and IT

3. IT is pro-actively engaged in further developing and innovating the organization

4. IT primarily develops and maintains competencies that are aligned to and required for supporting the expertise available in the organization

5. The priorities within IT are aligned to the strategic goals of the organizations through integrated planning cycles

Prinsip Keselarasan Bisnis dan TI [2]

6. All IT applications comply with rules and policies as mutually agreed upon by business and IT

7. IT is pro-actively engaged in reviewing and designing efficient business processes

8. IT and the business collaborate based on fixed agreements. Based on a scope definition, impact analysis and capacity reviews, both business and IT commit for timely delivery within quality requirements

9. There is transparency on the required service quality that IT has to deliver to the business, and this service quality is continuously monitored

10. Starting from the initial development of a new business project, the potential impact on IT needs to be analyzed

Sekian.. ☺
Ada Pertanyaan?

Tugas

➢ Pilihlah 3 dari 10 prinsip Keselarasan Bisnis dan TI, jelaskan kaitan prinsip tersebut dapat mendukung keselarasan bisnis dan TI!