## ANALISIS TATA KELOLA PROSES MONITORING OPERASIONAL TI (DSS01) BERDASARKAN FRAMEWORK COBIT 5 PADA PT. SUARA MERDEKA PRESS SEMARANG

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**ABSTRAK**

Poin terpenting yang menjadi permasalahan penelitian adalah proses monitoring operasional TI. Berdasarkan dengan pengamatan terkait dengan proses monitoring operasional TI, ditemukan adanya masalah mengenai proses monitoring yang dilakukan oleh bagian Teknologi Informatika (TI) dimana proses monitoring masih kurang efektif dan menghambat kelancaran proses bisnis pada perusahaan. Hal tersebut disebabkan oleh kurangnya monitoring secara real time dan seringnya sistem mengalami server down. Berdasarkan hal tersebut maka diperlukan sebuah kegiatan analisis tata kelola TI terkait proses monitoring operasional TI dalam upaya untuk meningkatkan kualitas proses bisnis yang ada pada PT. Suara Merdeka Press semarang. Dengan adanya pengukuran kinerja ini nantinya dapat menghasilkan temuan dan rekomendasi yang dapat digunakan PT. Suara Merdeka Press Semarang sebagai referensi untuk meningkatkan pengelolaan TI terkait dengan proses monitoring operasional TI, agar kedepannya dapat mendukung tujuan bisnis organisasi menjadi lebih baik. Dari hasil studi dokumen, wawancara dan kuisioner berdasarkan COBIT 5 dihasikan level kapabilitas tata kelola proses monitoring operasional TI (DSS01) pada PT. Suara Merdeka Press Semarang saat ini adalah 2 yaitu Managed dengan status Largely Achieved sebesar 73,64% atau setara dengan 2,74 yang berarti bahwa proses monitoring operasional TI yang diimplementasikan belum sepenuhnya dikelola dengan baik. Untuk mencapai level kapabilitas 3, PT. Suara Merdeka Press Semarang dapat melakukan strategi perbaikan yang dilakukan secara bertahap dari proses atribut level 1 samai dengan 3.

Kata Kunci : COBIT 5, Tata kelola, Manage Operations (DSS01), Proses Monitoring Operasional TI

# IT GOVERNANCE ANALYSIS MONITORING PROCESS of IT OPERATIONS (DSS01) BASED ON COBIT 5 FRAMEWORK AT PT. SUARA MERDEKA PRESS SEMARANG

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## ABSTRACT

The key of important point which becoming the main problem of this reasearch is a IT operational monitoring process. Based on the observation which has related with IT operational monitoring process, was found a problem about monitoring process which did by Information Technology (IT) where the monitoring process less effective and also hamper the business process of the company. Those are caused by the lack of monitoring process with a real time and the system usually becoming server down. Based on those situation it needed an analysis of IT governance which is related with IT operational monitoring process in order to increase the quality of business process which has been exist in PT. Suara Merdeka Press Semarang. With this performance measurment hope someday will produce the findings and also recommendation which could used by PT. Suara Merdeka Press Semarang as the reference to increase the IT management related with IT operational monitoring, and for the future could supporting more better of the purpose of organization business. Based on document, interview and questionnaires results COBIT 5 showed that capability level of governance IT operational monitoring process (DSS01) in PT. Suara Merdeka Press Semarang at this time is about 2 it means Managed and the status is Largely Achieved which is 73,64% or as high as 2,74 where it means that IT operational monitoring process which has been implemented not all of it could manage well yet. To reach the 3 of the capability level, PT. Suara Merdeka Press Semarang could doing the strategy improvement that can do gradually from process attribute level 1 until 3.

Keyword       :   COBIT 5, IT Governance Analysis, Manage Operations (DSS01), IT operational monitoring process.