

**EVALUASI DAN REKOMENDASI PERBAIKAN PROSES BISNIS PADA  
DIVISI HELPDESK DAN DOKUMENTASI DENGAN MENGGUNAKAN  
METODE *QUALITY EVALUATION FRAMEWORK* (QEF)  
DAN *BUSINESS PROCESS IMPROVEMENT* (BPI)  
(STUDI KASUS: UPT. TIK UNIVERSITAS PENDIDIKAN GANESHA)**

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**ABSTRAK**

Universitas Pendidikan Ganesha (Undiksha) memiliki Unit Pelaksana Teknis (UPT) salah satunya yaitu UPT. Teknologi Informasi dan Komunikasi (TIK). Divisi Helpdesk dan Dokumentasi merupakan salah satu divisi UPT. TIK yang berkaitan erat dalam menangani keluhan, saran, dan masukan terkait pemanfaatan SI/TI di Undiksha. Divisi Helpdesk dan Dokumentasi dalam menerapkan proses bisnisnya sudah berjalan cukup baik. Namun, terdapat beberapa permasalahan yaitu beberapa proses yang dilakukan Divisi Helpdesk dan Dokumentasi belum tertuang dalam SOP, beberapa SOP pada Divisi Helpdesk dan Dokumentasi masih belum sesuai dengan pengerjaannya di lapangan, dan belum pernah dilakukan evaluasi terhadap proses bisnisnya. Oleh karena itu perlu adanya evaluasi dan rekomendasi perbaikan proses bisnis. Adapun langkah mengevaluasi proses bisnis yaitu mengidentifikasi dan memodelkan proses bisnis menggunakan *Business Process Model and Notation* (BPMN), selanjutnya mengevaluasi proses bisnis menggunakan metode *Quality Evaluation Factor* (QEF). Dari hasil QEF terdapat 7 *quality factor* yang tidak sesuai antara target yang telah ditentukan oleh pemangku kepentingan dengan hasil yang dicapai saat ini. Kemudian 7 *quality factor* yang tidak sesuai tersebut dicari akar permasalahannya menggunakan 5 *Whys Analysis*. Selanjutnya dilakukan rekomendasi perbaikan proses bisnis menggunakan *Business Process Improvement* (BPI) melalui teknik *streamlining* yang meliputi *Upgrading*, *Standarization*, *Automation*, *Value Added*, dan *Bureacracy Eliminati*. Hasil simulasi *process time analysis* pada proses bisnis permintaan layanan SI/TI mengalami persentase penurunan waktu sebesar 57,10% dan pada proses bisnis pengaduan insiden SI/TI mengalami persentase penurunan waktu sebesar 42,98%. Selain itu, hasil simulasi *process resource analysis* pada proses bisnis permintaan layanan SI/TI dan proses bisnis pengaduan insiden SI/TI mengalami persentase penurunan penggunaan sumber daya.

**Kata Kunci : *proses bisnis, business process model and notation (bpmn), quality evaluation factor (qef), 5 whys analysis, business process improvement (bpi).***

**EVALUATION AND RECOMMENDATIONS FOR IMPROVEMENT OF  
BUSINESS PROCESS IN THE HELPDESK AND DOCUMENTATION  
DIVISION USING QUALITY EVALUATION FRAMEWORK (QEF) AND  
BUSINESS PROCESS IMPROVEMENT (BPI) METHODS  
(CASE STUDY: UPT. TIK UNIVERSITAS PENDIDIKAN GANESHA)**

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**ABSTRACT**

*Universitas Pendidikan Ganesha (Undiksha) has Unit Pelaksana Teknis (UPT), one of which is UPT. Teknologi Informasi dan Komunikasi (TIK). The Helpdesk and Documentation Division is one of the UPT. TIK divisions that are closely related to handling complaints, suggestions, and inputs related to the use of IS/IT in Undiksha. The Helpdesk and Documentation Division in implementation of its business processes has been going quite well. However, there are several problems, namely some of the processes carried out by the Helpdesk and Documentation Division have not been stated in the SOP, several SOP in the Helpdesk and Documentation Division are still not following the work in the field, and there has never been an evaluation of their business processes. Therefore, it is necessary to evaluate and recommend business process improvements. The steps for evaluating business processes are identifying and modeling business processes using the Business Process Model and Notation (BPMN), then evaluating business processes using the Quality Evaluation Factor (QEF) method. From the QEF results, 7 quality factors do not match the targets set by the stakeholders with the current results. Then the 7 quality factors that do not match are searched for the root of the problem using the 5 Whys Analysis. Furthermore, recommendations for business process improvements were made using Business Process Improvement (BPI) through streamlining techniques which include Upgrading, Standardization, Automation, Value Added, and Bureaucracy Eliminate. The simulation results of process time analysis in the IS/IT service request business process experienced a time reduction percentage of 57.10% and the IS/IT incident compliant business process experienced a time reduction percentage of 42.98%. In addition, the simulation results of the process resource analysis on the IS/IT service request business process and the IS/IT incident compliant business process experienced a decrease in the percentage of resource usage.*

**Keywords:** *business process, business process model and notation (bpmn), quality evaluation factor (qef), 5 whys analysis, business process improvement (bpi).*