

**EVALUASI TATA KELOLA TEKNOLOGI INFORMASI
MENGUNAKAN KERANGKA KERJA COBIT 5 (STUDI KASUS : RSUD
KABUPATEN BULELENG)**

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ABSTRAK

RSUD (Rumah Sakit Umum Daerah) Kabupaten Buleleng telah didukung Teknologi Informasi untuk melayani pasien. Beberapa infrastruktur TI meliputi jaringan dan sistem informasi manajemen rumah sakit (SIMRS) yang dibangun sejak tahun 2004 . Dalam implementasi TI pada RSUD Kabupaten Buleleng, masih terdapat permasalahan-permasalahan seperti : Kesalahan penginputan data pasien oleh pegawai, Jumlah SDM IT terbatas, sistem error, fitur SIMRS belum optimal dan jaringan lambat. Untuk mewujudkan visi dari RSUD Kabupaten Buleleng yaitu, Menjadi Rumah Sakit pilihan utama masyarakat dengan pelayanan berkualitas, profesional dan pelayanan berbasis Pendidikan, Oleh karena itu perlu dilakukan evaluasi terkait Tatakelola TI di RSUD Buleleng. Evaluasi Tata kelola TI menggunakan kerangka kerja COBIT 5 adapun domain yang digunakan pada penelitian ini yaitu EDM 04, APO 07, DSS 02, DSS 05. Hasil evaluasi kemudian di analisis berdasarkan model kapabilitas ISO/IEC 15504. Adapun hasil yang diperoleh, domain EDM 04 memiliki nilai kapabilitas 100% berada pada level 4 (Predictable process), APO 07 memiliki nilai kapabilitas 83% berada pada level 2 (Managed Process), DSS 02 memiliki nilai kapabilitas 87% berada pada level 2 (Managed Process) kategori Fully Achieved dan DSS 05 memiliki nilai 62% berada pada level 2 (Managed Process). Berdasarkan hasil analisis tersebut, peneliti memberikan rekomendasi perbaikan yang di turunkan dari COBIT 5, agar dapat mencapai level tertinggi yaitu level 5 yang berarti pengelolaan TI sudah optimal.

Kata Kunci : Evaluasi, Tata Kelola Teknologi Informasi, COBIT 5, RSUD Kabupaten Buleleng, ISO/IEC 15504

**EVALUATION OF INFORMATION TECHNOLOGY GOVERNANCE
USING THE COBIT 5 FRAMEWORK (CASE STUDY: BULELENG
REGENCY HOSPITAL)**

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ABSTRACT

RSUD (Regional General Hospital) of Buleleng Regency has been supported by Information Technology to serve patients. Several IT infrastructures include a network and hospital management information system (SIMRS) which were built since 2004. In implementing IT at Buleleng District Hospital, there are still problems such as: Errors in inputting patient data by employees, limited number of IT human resources, system errors, SIMRS features that are not optimal and network constraints. In order to realize the vision of the Buleleng Regency Hospital, namely, to become the community's first choice hospital with quality, professional and education-based services, it is therefore necessary to carry out an evaluation related to IT Governance at Buleleng Hospital. Evaluation of IT governance uses the COBIT 5 framework while the domains used in this study are EDM 04, APO 07, DSS 02, DSS 05. The evaluation results are then analyzed based on the ISO/IEC 15504 capability model. The results obtained are in the EDM domain 04 has a capability value of 100% at level 4 (Predictable process) in the Fully Achieved category, APO 07 has a capability value of 89% at level 2 (Managed Process) in the Fully Achieved category, DSS 02 has a capability value of 87% at level 2 (Managed Process) in the Fully Achieved category and DSS 05 has a value of 77% at level 2 (Managed Process) in the Largely Achieved category. Based on the results of this analysis, the researcher provides recommendations for improvements which are derived from COBIT 5, in order to reach the highest level, namely level 5, which means IT management is optimal.

Keywords: *Evaluation, Information Technology Governance, COBIT 5, Buleleng District Hospital, ISO/IEC 15504*