

ABSTRAK

Budiana I Wayan (2023), Penilaian Tata Kelola dan Manajemen Infrastruktur TI Bank BPD XYZ Menggunakan COBIT 2019.

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Kata-kata kunci : Infrastruktur, TI, COBIT 2019, Tata Kelola, Manajemen.

Bank BPD XYZ merupakan Badan Usaha Milik Daerah (BUMD) yang telah memiliki 144 aplikasi yang dikelola secara mandiri di *Data Center* dan *Disaster Recovery Center* Bank BPD XYZ. Berdasarkan laporan monitoring dan audit dari regulator, teridentifikasi beberapa permasalahan yang terkait dengan pengelolaan infrastruktur TI. Oleh karena itu, diperlukan sebuah penilaian tata kelola dan manajemen infrastruktur TI menggunakan kerangka kerja COBIT 2019 yang bertujuan untuk menilai seberapa besar tingkat kemampuan (*capability level*) dan tingkat kematangan (*maturity level*) saat ini (*current capability*), serta menganalisis tingkat kesenjangan (*gap*) sesuai tingkat yang diharapkan (*expected capability*), selanjutnya akan digunakan sebagai dasar untuk memberikan rekomendasi perbaikan. Teknik wawancara dan pengisian formulir *design factor* COBIT 2019 oleh *top level management* untuk memperoleh domain obyektif terpilih, serta teknik kuesioner untuk memperoleh nilai yang akan di analisis terhadap tingkat kemampuan (*capability level*) dan tingkat kematangan (*maturity level*) berdasarkan obyektif terpilih. Hasil pengisian formulir *design factor*, domain obyektif yang memiliki tingkat kepentingan ≥ 70 yaitu EDM03 *Ensured Risk Optimization*, APO12 *Managed Risk*, APO13 *Managed Security*, dan MEA03 *Managed Compliance with External Requirement*. Berdasarkan hasil analisis didapatkan nilai pada domain obyektif EDM03 *Ensured Risk Optimization* 3,44 persentase 68,87% *largely achieved*, APO12 *Managed Risk* 3,45 persentase 68,93% *largely achieved*, APO13 *Managed Security* 3,63 persentase 72,50% *largely achieved*, dan MEA03 *Managed Compliance with External Requirement* 3,63 persentase 72,50% *largely achieved*. Terdapat kesenjangan (*gap*) pada setiap domain obyektif terpilih, nilai kesenjangan pada domain obyektif EDM03 *Ensured Risk Optimization* 0,57, APO12 *Managed Risk* 0,55, APO13 *Managed Security* 0,37, dan MEA03 *Managed Compliance with External Requirement* 0,38. Rekomendasi perbaikan diberikan untuk jangka pendek dan jangka panjang. Hasil ini merupakan deskripsi tata kelola dan manajemen Bank BPD XYZ saat ini dalam mengelola infrastruktur TI yang telah dilaksanakan.

ABSTRACT

Budiana I Wayan (2023), Assessment of IT Infrastructure Governance and Management Bank BPD XYZ Using the COBIT 2019.

This thesis has been approved and examined by Supervisor I : Kadek Yota Ernanda Aryanto, S. Kom., M.T., Ph.D. and Supervisor II : Dr. I Made Gede Sunarya, S.Kom., M.Cs.

Key words : Infrastructure, IT, COBIT 2019, Governance, Management.

Bank BPD XYZ has 144 applications which are managed independently at the Data Center and Disaster Recovery Center of Bank BPD XYZ. Based on monitoring and audit reports from regulators, several problems related to IT infrastructure management were identified. Therefore, an IT infrastructure governance and management assessment is needed using the COBIT 2019 framework. This assessment aimed to assess the current capability level and maturity level, as well as analyze the level of gaps with the expected level of capability to provide recommendations for improvement. Interview techniques and filling in the COBIT 2019 design factor form by top level management to obtain selected objective domains, as well as questionnaire techniques to obtain values that will be analyzed for capability levels and maturity levels based on selected objectives. Based on the results of filling out the design factor form, the selected objective domains that have an importance level of >70 are the objective domains EDM03 *Ensured Risk Optimization*, APO12 *Managed Risk*, APO13 *Managed Security*, and MEA03 *Managed Compliance with External Requirement*. Furthermore, after carrying out the analysis, it was found that the capability level and maturity level values in the objective domain EDM03 *Ensured Risk Optimization* were 3.44 percent 68.87% in the large category, APO12 *Managed Risk* 3.45 percentage 68.93% in the large category, APO13 *Managed Security* 3.63 percentage 72.50% in the large category, and MEA03 *Managed Compliance with External Requirement* 3.63 percentage 72.50% in the large category. There is a gap in each selected objective domain; the gap value in the EDM03 *Managed Compliance with External Requirement* objective domain is 0.57, APO12 *Managed Risk* 0.55, APO13 *Managed Security* 0.37, and MEA03 *Managed Compliance with External Requirement* 0.38. Recommendations for improvement are provided for the short and long term. These results are a description of the current governance and management of Bank BPD XYZ in managing the IT infrastructure that has been implemented.