

## ABSTRAK

**Mulyawan, I Gede Satya (2021)**, “Evaluasi Sistem Informasi Manajemen Daerah - Barang Milik Daerah (SIMDA-BMD) Kota Denpasar Menggunakan Kerangka Kerja *Information Technology Infrastructure Library* (ITIL) dengan pendekatan *Capability Maturity Model Integration for Services* (CMMI-SVC)”.

Tesis ini telah disetujui dan diperiksa oleh Pembimbing I : Prof. Dr. I Made Candiasa, MIKomp. dan Pembimbing II : Dr. Dewa Gede Hendra Divayana, S.Kom. M.Kom.

**Kata kunci** : Evaluasi, SIMDA-BMD, ITIL, CMMI-SVC

Melalui observasi pendahuluan yang dilakukan pada tahun 2020, ditemukan permasalahan pengelolaan SIMDA-BMD, yaitu penggunaan fungsi-fungsi pada SIMDA-BMD di Kota Denpasar belum maksimal dan beberapa kali mengalami *down* dengan waktu perbaikan yang cukup lama. Melihat hasil observasi tersebut, tidak menutup kemungkinan terdapat *incident* dalam penyampaian layanan yang belum terdeteksi. Untuk mendeteksi dan mengatasi masalah tersebut peneliti melakukan evaluasi pada pengelolaan SIMDA-BMD. Metode evaluasi yang digunakan pada penelitian ini adalah kerangka kerja *Information Technology Infrastructure Library* (ITIL) versi 3 pada area *Service Operation* dan *Service Transition* dan model *Capability Maturity Model Integration for Services* (CMMI-SVC). Salah satu tujuan dari penelitian ini yaitu merumuskan rekomendasi perbaikan dengan mengacu pada metode yang digunakan untuk meningkatkan layanan SIMDA-BMD. Langkah yang dilakukan pada penelitian ini dimulai dengan melakukan pendekatan *goal* / tujuan pada proses-proses kerangka kerja ITIL yang telah ditentukan kepada *process area* kerangka kerja CMMI-SVC. *Assessment* dilakukan dengan melibatkan 45 pengguna layanan dan pengelola SIMDA-BMD sebagai responden. Kuesioner disusun menggunakan skala *Likert*, kemudian diuji validitas dan reliabilitasnya. Data yang bersifat teknis didapatkan dengan wawancara kepada pengelola SIMDA-BMD. Data tersebut kemudian dinilai menggunakan *capability level* kerangka kerja CMMI-SVC. *Gap* akan terjadi antara penilaian *capability level* dan target *capability level* bila terdapat kekurangan dalam pengelolaan SIMDA-BMD menurut kerangka kerja CMMI-SVC. Melalui proses *assessment* kerangka kerja CMMI-SVC terdapat 1 *process area* yang memenuhi target, 1 *process area* yang memiliki *gap* 2 level, dan 5 *process area* yang memiliki *gap* 1 level. Rekomendasi disusun berdasarkan syarat pemenuhan target *capability level*. Rekomendasi pada kerangka kerja ITIL dilakukan melalui pemetaan *critical success factor* dan *key performance indicators* pada *process* yang memiliki *gap*. Hasil dari penelitian ini adalah 2 rekomendasi dari kerangka kerja CMMI-SVC dan 10 rekomendasi dari kerangka kerja ITIL. Fungsi *service desk* dan *focus group discussion* digunakan untuk memvalidasi hasil penilaian. Untuk pengembangan kedepannya disarankan agar penelitian dapat mengeksplorasi area kerangka kerja ITIL lainnya, sehingga dapat menambah dan melengkapi panduan penerapan kerangka kerja ITIL.

## ABSTRACT

**Mulyawan, I Gede Satya (2021)**, “*Evaluation of Sistem Informasi Manajemen Daerah - Barang Milik Daerah (SIMDA-BMD) Kota Denpasar Using The Information Technology Infrastructure Library (ITIL) Framework With The Capability Maturity Model Integration for Services (CMMI-SVC) Approach*”.

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**Keywords** : *Evaluation, SIMDA-BMD, ITIL, CMMI-SVC*

*Through observations made in 2020, SIMDA-BMD management problems were found, that the functions of SIMDA-BMD in Denpasar City have not been maximized and have been down several times for a long repaired time. Based on these observations, there may be incidents in service delivery that have not been detected. To detect and overcome these problems, researchers evaluated the management of SIMDA-BMD. The evaluation method used in this research is the Information Technology Infrastructure Library (ITIL) framework version 3 in the Service Operation and Service Transition area and the Capability Maturity Model Integration for Services (CMMI-SVC) model. One of the objectives of this research is to make recommendations for improvement by referring to the methods used to improve SIMDA-BMD services. The steps taken in this research begin by approaching the goals of the ITIL framework processes that have been determined to the process area of the CMMI-SVC framework. The assessment was carried out by involving 45 service users and the managers of SIMDA-BMD as respondents. The questionnaire was compiled using a Likert scale, then tested for validity and reliability. Technical data was obtained by interviewing the SIMDA-BMD managers. The data obtained was tested for validity and reliability using two comparison software, Microsoft Excel and IBM SPSS Statistical 24. Valid and reliable data was assessed using the capability level of the CMMI-SVC framework. A gap would happen between the capability level assessment and the target capability level if there are deficiencies in SIMDA-BMD management according to the CMMI-SVC framework. Through the assessment process of the CMMI-SVC framework, there was one process area that met the target, one process area that had a two levels gap, and five process areas that had 1 level gap. Recommendations are prepared based on the requirements for meeting the capability level target. Recommendations in the ITIL framework are carried out through the mapping of critical success factors and key performance indicators. The result of this research is two recommendations from the CMMI-SVC framework and 10 recommendations from the ITIL framework. The service desk function and focus group discussion were used to validate the assessment results. For future development, it is recommended that research explore other areas of the ITIL framework so that it can add to and complement the guidelines for implementing the ITIL framework..*