

## ABSTRACT

*Business development has caused competition in improving business performance. Therefore, an organization needs to be aware the extent of the organization's development and what items still need to be improved. In order to recognize them all Santo Yusup Hospital needs to conduct an audit using COBIT Framework, especially in service level, among which using processes Define and Manage Service Levels (DS1), Manage Third-Party Service (DS2), Manage Performance and Capacity (DS3), Ensure Continuous Services (DS4), Educate and Train Users (DS7), Manage Service Desk and Incidents (DS8), Manage Problem (DS10).*

*Keyword: audit, COBIT, service level*

## ABSTRAK

Perkembangan bisnis perusahaan menyebabkan persaingan dalam meningkatkan performa bisnis antar perusahaan. Oleh karena itu perusahaan juga perlu mengetahui sejauh mana perusahaannya sudah berkembang dan apa saja yang masih harus diperbaiki. Untuk mengetahui itu semua, Rumah Sakit Santo Yusup memerlukan audit dengan menggunakan *COBIT Framework*, khususnya di bagian *service level* Rumah Sakit Santo Yusup, diantaranya menggunakan proses *Define and Manage Service Levels (DS1)*, *Manage Third-party Services (DS2)*, *Manage Performance dan Capacity (DS3)*, *Ensure Continuous Service (DS4)*, *Educate and Train Users (DS7)*, *Manage Service Desk and Incidents (DS8)*, *Manage Problem (DS10)*.

Kata Kunci: audit, *COBIT*, *service level*

## DAFTAR ISI

|                                                                                     |      |
|-------------------------------------------------------------------------------------|------|
| PRAKATA.....                                                                        | I    |
| PERNYATAAN ORISINALITAS LAPORAN PENELITIAN .....                                    | II   |
| ABSTRAK.....                                                                        | IV   |
| DAFTAR ISI.....                                                                     | V    |
| DAFTAR GAMBAR .....                                                                 | VII  |
| DAFTAR TABEL.....                                                                   | VIII |
| BAB I PENDAHULUAN .....                                                             | 1    |
| I.1. LATAR BELAKANG.....                                                            | 1    |
| I.2. PERUMUSAN MASALAH .....                                                        | 2    |
| I.3. TUJUAN .....                                                                   | 2    |
| I.4. PEMBATASAN MASALAH.....                                                        | 3    |
| I.5. SISTEMATIKA PENULISAN .....                                                    | 3    |
| BAB II KAJIAN .....                                                                 | 5    |
| II.1. IT GOVERNANCE.....                                                            | 5    |
| II.2. AUDIT SISTEM INFORMASI .....                                                  | 8    |
| II.3. COBIT.....                                                                    | 9    |
| II.4. HUBUNGAN IT GOVERNANCE DENGAN COBIT FRAMEWORK .....                           | 15   |
| II.5 SERVICE LEVEL AGREEMENT .....                                                  | 16   |
| BAB III ANALISIS .....                                                              | 18   |
| III.1. SERVICE LEVEL AGREEMENT .....                                                | 18   |
| III.1.1 DS1 – DEFINE AND MANAGE SERVICE LEVEL .....                                 | 22   |
| III.1.2 DS2 – MANAGE THIRD – PARTY SERVICE .....                                    | 26   |
| III.1.3 DS3 – MANAGE PERFORMANCE AND CAPACITY .....                                 | 28   |
| III.1.4 DS4 – ENSURE CONTINUOUS SERVICE.....                                        | 31   |
| III.1.5 DS7 – EDUCATE AND TRAIN USERS.....                                          | 37   |
| III.1.6 DS8 – MANAGE SERVICE DESK AND INCIDENTS .....                               | 38   |
| III.1.7 DS10 – MANAGE PROBLEM .....                                                 | 40   |
| BAB IV HASIL TERCAPAI .....                                                         | 43   |
| IV.1. HASIL PROSES AUDIT .....                                                      | 43   |
| IV.1.1 DEFINE AND MANAGE SERVICE LEVEL (DS1) .....                                  | 43   |
| IV.1.2 MANAGE THIRD – PARTY SERVICE (DS2) .....                                     | 47   |
| IV.1.3 MANAGE PERFORMANCE AND CAPACITY (DS3).....                                   | 49   |
| IV.1.4 ENSURE CONTINUOUS SERVICE (DS4).....                                         | 52   |
| IV.1.5 EDUCATE AND TRAIN USERS (DS7).....                                           | 55   |
| IV.1.6 MANAGE SERVICE DESK AND INCIDENTS (DS8).....                                 | 56   |
| IV.1.7 MANAGE PROBLEM (DS10).....                                                   | 58   |
| BAB V EVALUASI .....                                                                | 61   |
| V.1 TINGKAT KESESUAIAN LAYANAN TEKNOLOGI INFORMASI DI RUMAH SAKIT SANTO YUSUP ..... | 61   |
| V.1.1 DEFINE AND MANAGE SERVICE LEVELS (DS1) .....                                  | 61   |
| V.1.2 MANAGE THIRD-PARTY SERVICES (DS2).....                                        | 63   |
| V.1.3 MANAGE PERFORMANCE DAN CAPACITY (DS3).....                                    | 66   |
| V.1.4 ENSURE CONTINUOUS SERVICE (DS4).....                                          | 68   |
| V.1.5 EDUCATE AND TRAIN USERS (DS7).....                                            | 70   |
| V.1.6 MANAGE SERVICE DESK AND INCIDENTS (DS8).....                                  | 72   |
| V.1.7 MANAGE PROBLEM (DS10).....                                                    | 75   |

|                       |     |
|-----------------------|-----|
| BAB VI PENUTUP .....  | 78  |
| VI.1 KESIMPULAN ..... | 78  |
| VI.2 SARAN.....       | 82  |
| DAFTAR PUSTAKA .....  | XII |

## DAFTAR GAMBAR

|          |                           |    |
|----------|---------------------------|----|
| Gambar 1 | COBIT 4.1 Framework ..... | 15 |
|----------|---------------------------|----|

## DAFTAR TABEL

|                                                       |   |
|-------------------------------------------------------|---|
| Tabel I. Peran dan Tanggung Jawab IT Governance ..... | 6 |
|-------------------------------------------------------|---|

## DAFTAR LAMPIRAN

|            |                           |     |
|------------|---------------------------|-----|
| Lampiran A | Struktur Organisasi ..... | A-1 |
| Lampiran B | Hasil Wawancara .....     | B-1 |