

ABSTRACT

In this report will analyze the process of information system audit conducted in Diskominfo West Java, one of the Company's State-Owned Enterprises, using the COBIT framework edition 4.1. The processes that will be analyzed consists of 12 process is Manage the IT Investment (PO5), Manage IT Human Resources (P07), Identify Automated Solutions(AI1), the Enable Operation and Use (AI4), Manage Third-party Services (DS2), Ensure System Security (DS5), Educate and Train Users (DS7), Manage the Configuration (DS9), Manage Problems (DS10), Manage Data (DS11), Manage the Physical Environment (DS12), Manage Operations (DS13). The author uses the method of data, collections by interview, observation, internal parties, namely the related staffs. Where is the end of the report, the author will provide some solutions and input based on audit results, expected to help improve performance to achieve the expected goals of the company. Information system audit at Diskominfo of West Java undertaken to obtain and provide the best solutions to the problems existing in the internal company's.

Keywords: Audit, Information System, COBIT, Analyze, Improve

ABSTRAK

Dalam laporan ini akan menganalisis proses audit sistem informasi yang dilakukan pada Diskominfo Jawa Barat, salah satu perusahaan Badan Usaha Milik Negara, dengan menggunakan *framework COBIT* edisi 4.1. Proses-proses yang akan dianalisis terdiri dari 12 proses yaitu *Manage the IT Investment* (PO5), *Manage IT Human Resources* (P07), *Identify Automated Solutions* (AI1), *the Enable Operation and Use* (AI4), *Manage Third-party Services* (DS2), *Ensure System Security* (DS5), *Educate and Train Users* (DS7), *Manage the Configuration* (DS9), *Manage Problems* (DS10), *Manage Data* (DS11), *Manage the Physical Environment* (DS12), *Manage Operations* (DS13).. Penulis menggunakan metode pengumpulan data dengan cara wawancara, observasi pihak internal perusahaan, yaitu *staff-staff* yang terkait. Dimana diakhir laporan, penulis akan memberikan beberapa solusi dan masukan berdasarkan hasil audit, diharapkan dapat membantu meningkatkan kinerja untuk mencapai tujuan yang diharapkan internal perusahaan. Audit sistem informasi terhadap Diskominfo Jawa Barat dilakukan untuk mendapatkan dan memberikan solusi-solusi yang terbaik terhadap permasalahan yang ada dalam internal perusahaan.

Kata Kunci : Audit, Sistem Informasi, *COBIT*, Analisis, Meningkatkan

DAFTAR ISI

LEMBAR PENGESAHAN	
PERNYATAAN PUBLIKASI LAPORAN PENELITIAN.....	
PERNYATAAN ORISINALITAS LAPORAN PENELITIAN.....	
KATA PENGANTAR	i
ABSTRACT	iii
ABSTRAK.....	iv
DAFTAR ISI.....	v
DAFTAR GAMBAR.....	xi
DAFTAR TABEL.....	xii
DAFTAR LAMPIRAN	xiii
BAB I PENDAHULUAN.....	1
I.1.Latar Belakang Masalah.....	1
I.2. Rumusan Masalah	3
I.3. Tujuan Pembahasan	4
I.4. Batasan Masalah.....	6
I.5. Sumber Data	10
I.6. Sistematika Penyajian	11
BAB II KAJIAN TEORI	12
II.1 Definisi Audit	12
II.2 Definisi Sistem.....	15
II.3 Definisi Informasi	19
II.3.1 Kualitas Informasi.....	21
II.4 Pengertian Sistem Informasi.....	24
II.4.1 Tujuan Audit SI.....	25
II.4.2 Standarisasi Audit Sistem Informasi	28

II.4.3 Faktor-faktor Pentingnya Kontrol dan Audit Sistem Informasi	29
II.5 Sejarah dan Definisi <i>COBIT</i>	30
II.5.1 <i>IT Governance Maturity Model</i>	38
II.5.2 Penjelasan <i>Domain COBIT</i>	42
II.5.3 Empat <i>Domain COBIT</i>	45
II.5.4 <i>Control Objectives Summary Table</i>	47
II.5.5 Manfaat <i>COBIT</i>	48
II.5.6 Misi <i>COBIT</i>	49
II.5.7 Kriteria Kerja <i>COBIT</i>	49
II.6 Proses Yang Akan Dianalisis.....	51
II.6.1 <i>P05 Manage the IT Investment</i>	51
II.6.1.1 <i>Financial Management Framework</i>	51
II.6.1.2 <i>Prioritisation Within IT Budget</i>	51
II.6.1.3 <i>IT Budgeting</i>	51
II.6.1.4 <i>Cost Management</i>	52
II.6.1.5 <i>Benefit Management</i>	52
II.6.1.6 <i>Maturity Model</i>	53
II.6.2 <i>P07 Manage IT Human Resources</i>	56
II.6.2.1 <i>Personnel Recruitment and Promotion</i>	56
II.6.2.2 <i>Personnel Competencies</i>	56
II.6.2.3 <i>Staffing of Roles</i>	56
II.6.2.4 <i>Personnel Training</i>	57
II.6.2.5 <i>Dependence Upon Individuals</i>	57
II.6.2.6 <i>Personnel Clearance Procedures</i>	57
II.6.2.7 <i>Employee Job Performance Evaluation</i>	57
II.6.2.8 <i>Job Change and Termination</i>	58
II.6.2.9 <i>Maturity Model</i>	58

II.6.3 AI1 <i>Identify Automated Solutions</i>	61
II.6.3.1 <i>Definition and Maintenance of Business Functional and Technical Requirements</i>	61
II.6.3.2 <i>Risk Analysis Report</i>	61
II.6.3.3 <i>Feasibility Study and Formulation of Alternative Courses of Action</i>	61
II.6.3.4 <i>Requirements and Feasibility Decision and Approval</i>	62
II.6.3.5 <i>Maturity Model</i>	62
II.6.4 AI4 <i>Enable Operation and Use</i>	65
II.6.4.1 <i>Planning for Operational Solutions</i>	65
II.6.4.2 <i>Knowledge Transfer to Business Management</i>	65
II.6.4.3 <i>Knowledge Transfer to End Users</i>	65
II.6.4.4 <i>Knowledge Transfer to Operations and Support Staff</i>	66
II.6.4.5 <i>Maturity Model</i>	66
II.6.5 DS2 <i>Manage Third-Party Services</i>	70
II.6.5.1 <i>Identification of All Supplier Relationships</i>	70
II.6.5.2 <i>Supplier Relationship Management</i>	70
II.6.5.3 <i>Supplier Risk Management</i>	70
II.6.5.4 <i>Supplier Performance Monitoring</i>	71
II.6.5.5 <i>Maturity Model</i>	71
II.6.6 DS5 <i>Ensure Systems Security</i>	74
II.6.6.1 <i>Management of IT Security</i>	74
II.6.6.2 <i>IT Security Plan</i>	74
II.6.6.3 <i>Identity Management</i>	74
II.6.6.4 <i>User Account Management</i>	75
II.6.6.5 <i>Security Testing, Surveillance and Monitoring</i>	75
II.6.6.6 <i>Security Incident Definition</i>	76
II.6.6.7 <i>Protection of Security Technology</i>	76

II.6.6.8 <i>Cryptographic Key Management</i>	76
II.6.6.9 <i>Malicious Software Prevention, Detection and Correction</i>	77
II.6.6.10 <i>Network Security</i>	77
II.6.6.11 <i>Exchange of Sensitive Data</i>	77
II.6.6.12 <i>Maturity Model</i>	78
II.6.7 <i>DS7 Educate and Train users</i>	82
II.6.7.1 <i>Identification of Education and Training Needs</i>	82
II.6.7.2 <i>Delivery of Training and Education</i>	82
II.6.7.3 <i>Evaluation of Training Received</i>	83
II.6.7.4 <i>Maturity Model</i>	83
II.6.8 <i>DS9 Manage the Configuration</i>	87
II.6.8.1 <i>Configuration Repository and Baseline</i>	87
II.6.8.2 <i>Identification and Maintenance of Configuration Items</i>	87
II.6.8.3 <i>Configuration Integrity Review</i>	87
II.6.8.4 <i>Maturity Model</i>	88
II.6.9 <i>DS10 Manage Problems</i>	91
II.6.9.1 <i>Identification and Classification of Problems</i>	91
II.6.9.2 <i>Problem Tracking and Resolution</i>	91
II.6.9.3 <i>Problem Closure</i>	92
II.6.9.4 <i>Integration of Configuration, Incident and Problem Management</i>	93
II.6.9.5 <i>Maturity Model</i>	93
II.6.10 <i>DS11 Manage Data</i>	96
II.6.10.1 <i>Business Requirements for Data Management</i>	96
II.6.10.2 <i>Storage and Retention Arrangements</i>	96
II.6.10.3 <i>Media Library Management System</i>	96
II.6.10.4 <i>Disposal</i>	97
II.6.10.5 <i>Backup and Restoration</i>	97

II.6.10.6 <i>Security Requirements for Data Management</i>	97
II.6.10.7 <i>Maturity Model</i>	98
II.6.11 <i>DS12 Manage the Physical Environment</i>	101
II.6.11.1 <i>Site Selection and Layout</i>	101
II.6.11.2 <i>Physical Security Measures</i>	101
II.6.11.3 <i>Physical Access</i>	101
II.6.11.4 <i>Protection Against Environmental Factors</i>	102
II.6.11.5 <i>Physical Facilities Management</i>	102
II.6.11.6 <i>Maturity Model</i>	102
II.6.12 <i>DS13 Manage Operations</i>	106
II.6.12.1 <i>Operations Procedures and Instructions</i>	106
II.6.12.2 <i>Job Scheduling</i>	106
II.6.12.3 <i>IT Infrastructure Monitoring</i>	106
II.6.12.4 <i>Sensitive Documents and Output Devices</i>	107
II.6.12.5 <i>Preventive Maintenance for Hardware</i>	107
II.6.12.6 <i>Maturity Model</i>	107
BAB III ANALISIS DAN EVALUASI.....	111
III.1 Latar Belakang Diskominfo.....	111
III.1.1 Visi Misi Diskominfo.....	115
III.1.2 Struktur Organisasi Diskominfo	116
III.1.3 Profil Kontak Diskominfo	152
III.2 Proses-proses COBIT yang akan Dianalisis di Diskominfo.....	152
III.2.1 <i>PO5 Manage the IT Investment</i>	152
III.2.2 <i>PO7 Manage IT Human Resources</i>	160
III.2.3 <i>AI1 Identify Automated Solutions</i>	169
III.2.4 <i>AI4 Enable Operation and Use</i>	175
III.2.5 <i>DS2 Manage Third-party Service</i>	182

III.2.6 DS5 <i>Ensure Security System</i>	188
III.2.7 DS7 <i>Educate and Train Users</i>	195
III.2.8 DS9 <i>Manage the Configuration</i>	201
III.2.9 DS10 <i>Manage Problems</i>	207
III.2.10 DS11 <i>Manage Data</i>	213
III.2.11 DS12 <i>Manage the Physical Environment</i>	220
III.2.12 DS13 <i>Manage Operations</i>	227
BAB IV SIMPULAN DAN SARAN	234
DAFTAR PUSTAKA	238
LAMPIRAN A. <i>INTERVIEW ANALISA COBIT</i>	A-1
LAMPIRAN B. BUKTI-BUKTI BERUPA GAMBAR	B-1

DAFTAR GAMBAR

GAMBAR 1 <i>COBIT Business Control Objectives IT Governance</i>	46
GAMBAR 2 <i>Control Objectives Summary Table</i>	47
GAMBAR 3 Struktur Organisasi Diskominfo.....	116

DAFTAR TABEL

Tabel I <i>Domain High Level Objectives COBIT</i>	42
Tabel II <i>PO5 Manage the IT Investment</i>	156
Tabel III <i>PO7 Manage IT Human Resources</i>	165
Tabel IV <i>AI1 Identify Automated Solutions</i>	172
Tabel V <i>AI4 Enable Operation and Use</i>	178
Tabel VI <i>DS2 Manage Third-party Service</i>	185
Tabel VII <i>DS5 Ensure Security System</i>	192
Tabel VIII <i>DS7 Educate and Train Users</i>	197
Tabel IX <i>DS9 Manage the Configuration</i>	204
Tabel X <i>DS10 Manage Problems</i>	210
Tabel XI <i>DS11 Manage Data</i>	216
Tabel XII <i>DS12 Manage the Physical Environment</i>	223
Tabel XIII <i>DS13 Manage Operations</i>	231

DAFTAR LAMPIRAN

LAMPIRAN A. <i>INTERVIEW ANALISA COBIT</i>	A-1
1) PO5 <i>Manage the IT Investment</i>	A-1
2) PO7 <i>Manage IT Human Resources</i>	A-3
3) AI1 <i>Identify Automated Solutions</i>	A-7
4) AI4 <i>Enable Operation and Use</i>	A-9
5) DS2 <i>Manage Third-party Service</i>	A-11
6) DS5 <i>Ensure Security System</i>	A-13
7) DS7 <i>Educate and Train Users</i>	A-16
8) DS9 <i>Manage the Configuration</i>	A-19
9) DS10 <i>Manage Problems</i>	A-20
10) DS11 <i>Manage Data</i>	A-21
11) DS12 <i>Manage the Physical Environment</i>	A-24
12) DS13 <i>Manage Operations</i>	A-27
LAMPIRAN B. BUKTI-BUKTI BERUPA GAMBAR.....	B-1
a) Gambar Surat Permohonan Penambahan Tenaga Kerja.....	B-1
b) Gambar Surat Keputusan.....	B-2
c) Gambar PP30/1980.....	B-3
d) Gambar Daftar Pegawai internal Diskominfo	B-4
e) Gambar ruangan <i>Workshop</i>	B-5
f) Gambar Surat Tugas.....	B-6
g) Gambar Form IBK.....	B-7
h) Gambar SK Pensiun	B-8
i) Gambar Aplikasi RKA.....	B-9

j) Gambar evaluasi M-CAP.....	B-10
k) Gambar <i>Cover User Manual</i>	B-11
l) Gambar panduan digital	B-12
m) Gambar Syarat Verifikasi	B-13
n) Gambar <i>Monitoring Jaringan</i>	B-14
o) Gambar <i>printscreen LPSE Login</i>	B-15
p) Gambar kamera pemantau di ruangan server	B-16
q) Gambar <i>printscreen</i> antivirus	B-17
r) Gambar ruangan server	B-18
s) Gambar Konfigurasi <i>Network Diskominfo</i>	B-19
t) Gambar BAP Kerusakan	B-20
u) Gambar BAP Penerimaan Barang.....	B-21
v) Gambar Ruang Arsip	B-22
w) Gambar AC dan kamera pemantau <i>CCTV</i> di ruangan server.....	B-23
x) Gambar alat <i>Finger Print</i> ruangan server	B-24
y) Gambar <i>Cover User Manual CISCO</i> untuk admin	B-25
z) Gambar Absensi.....	B-26
aa) Gambar foto Tabung Pemadam Api.....	B-27
bb) Gambar Form Kerjasama dengan CV Bizmedia.....	B-28
cc) Gambar <i>Printscreen Website</i> Diskominfo	B-29
dd) Gambar Form DPA atau Dokumen Pelaksanaan Anggaran.....	B-30