

ABSTRAK

Dinas Komunikasi dan Informatika Provinsi Jawa Barat adalah suatu badan pelayanan masyarakat, maka penting untuk menganalisis sejauh mana sistem informasi *e-Office* yang telah digunakan agar dapat membantu mencapai tujuan, visi dan misi yang telah diterapkan oleh Diskominfo. Tujuan dari pembahasan ini adalah: untuk mengetahui sejauh mana penetapan dan pengelolaan tingkat layanan *e-Office* pada Diskominfo, untuk mengetahui sejauh mana pengaturan kinerja dan aplikasi yang diterapkan pada layanan *e-Office* di Diskominfo, untuk mengetahui sejauh mana pengidentifikasian dan pengalokasian biaya pada layanan *e-Office* di Diskominfo, untuk mengetahui sejauh mana pelaksanaan pendidikan dan pelatihan bagi user yang menggunakan layanan *e-Office* di Diskominfo. Pada penelitian ini dibahas tentang *Define and Manage Service Levels* pada domain DS1, DS3, DS5, DS6, DS7, DS8, DS10, DS11, dan DS12. Sumber data analisis menggunakan *framework* COBIT versi 4.1. Sumber data berasal dari wawancara, observasi, uji coba sistem, buku, dan internet. Teknik penelitian menggunakan wawancara. Diperoleh simpulan, proses DS5, DS6, DS7 dan DS12 yang diberikan oleh penyedia jasa kepada Diskominfo secara umum berada pada tingkat kematangan 2, yaitu proses telah dikembangkan ke dalam tahapan prosedur yang diikuti oleh pihak-pihak yang berbeda untuk pekerjaan yang sama. Proses DS1, DS3, DS8, DS10 dan DS11 yang diberikan oleh penyedia jasa kepada Diskominfo secara umum berada pada tingkat kematangan 0, yaitu tidak ada proses standar dalam penyelesaiannya.

Kata Kunci : COBIT 4.1, DS, *delivery and support*.

ABSTRACT

Information and Communication Department in West Java Province is a public service agency, important to analyze how e-Office information systems that have been used to help achieve the goals, vision and mission that has been applied by Diskominfo. The purpose of this paper are: to determine the establishing and managing the level of e-Office on Diskominfo, to determine the performance and application settings are applied to the e-Office in Diskominfo, to determine identifying and allocating costs to the e-Office in Diskominfo, to determine the implementation of education and training for users who use e-Office in Diskominfo. This paper discusses about Define and Manage Service Levels on the domain DS1, DS3, DS5, DS6, DS7, DS8, DS10, DS11 and DS12. Sources of data analysis using COBIT framework version 4.1. Source data from interviews, observation, testing systems, books and internet. Engineering research using interviews. Retrieved conclusion, the DS5, DS6, DS7 and DS12 are provided by service providers to Diskominfo generally be at maturity level 2, the process has been developed to the stage of the procedure followed by the different parties to work together. The DS1, DS3, DS8, DS10 and DS11 are provided by service providers to Diskominfo generally be at maturity level 0, there is no finishing standard process.

Keywords : COBIT 4.1, DS, delivery and support.

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