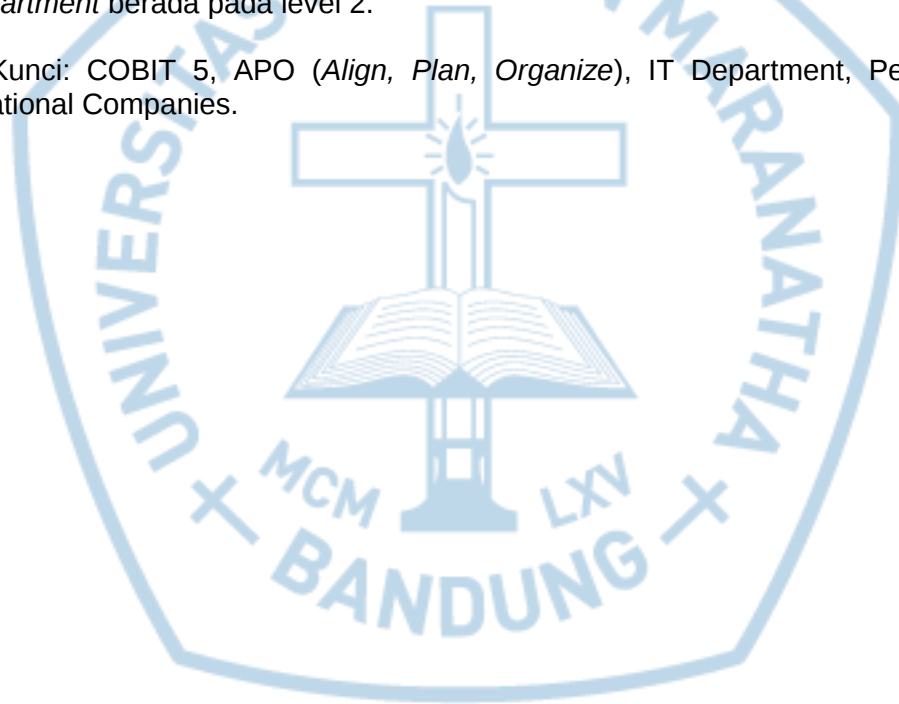


ABSTRAK

Petrochina International Companies in Indonesia adalah perusahaan yang bergerak dibidang distributor minyak dan gas dan merupakan salah satu perusahaan minyak terbesar di dunia. Departemen IT telah berperan dalam menerapkan teknologi informasi untuk mendukung operasional dan proses bisnis perusahaan dalam kegiatan sehari-hari, departemen IT juga mendukung seluruh satuan kerja dan karyawan di Petrochina International Companies. Dalam hal ini, terdapat salah satu prosedur IT yang diterapkan di dalam departemen IT ini. Namun, beberapa masalah yang terjadi di dalam sistem atau aplikasi, laporan kinerja TI, infrastruktur, maupun dari sumber daya TI lainnya, belum memiliki ukuran secara kualitas untuk menyelesaikan masalah-masalah yang mendasar dalam meningkatkan kualitas manajemennya saat ini. Berangkat dari permasalahan di atas, maka diperlukan adanya proses pengukuran tingkat kematangan kualitas manajemen di departemen IT. Oleh karena itu, diperlukan audit dengan standar COBIT 5 yang berfokus pada Domain APO11 (*Manage Quality*) untuk menilai sejauh mana proses peningkatan kualitas manajemen yang selama ini berjalan di IT *Department* Petrochina International Companies in Indonesia. Dari hasil analisis APO11 (*Manage Quality*) IT *Department* berada pada level 2.

Kata Kunci: COBIT 5, APO (*Align, Plan, Organize*), IT Department, Petrochina International Companies.



ABSTRACT

Petrochina International Companies in Indonesia is a company that related to oil and gas distributor and it is one of the biggest oil company in the world. IT department has contributed in applying information technology to support company operational activities and business processes, it also supported all of unit works and the employees at Petrochina International Companies. In this case, there is one of IT procedure which has been applied in this IT department. However, some of problems which are occurred in the system or application, IT performance report, infrastructure, although another IT source have no any measurement yet to solve this basic problems to improve management quality. Based on these problems, it is necessary to measure management quality level in IT department. COBIT 5 standard audit which is focused on APO11 about manage quality is necessary to evaluate improvement process of management quality in Petrochina International Companies IT department. From APO11 (Manage Quality) analysis, IT department is being at second level.

Keywords: COBIT 5, APO (Align, Plan, Organize), IT Department, Petrochina International Companies.

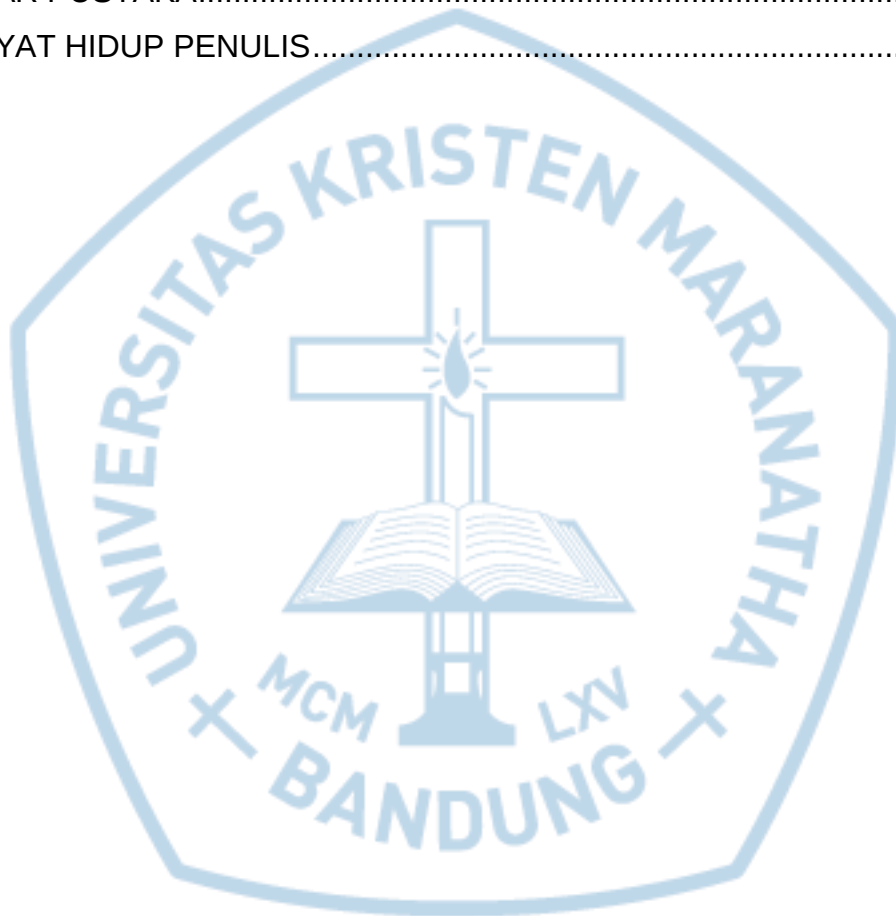


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DAFTAR SINGKATAN

APO	<i>Align, Plan and Organize</i>
COBIT	<i>Control Objective For Information & Related Technology</i>
RACI	<i>Responsibility, Accountable, Consuland Inform</i>
IT	<i>Information Technology</i>
TI	Teknologi Informasi
PC	<i>Personal Computer</i>
ITGI	<i>Information Governance Institute</i>
ISACA	<i>Information Systems Audit and Control Association</i>
Sr	Senior
ITIL	<i>Information Technology Infrastructure Library</i>
ISO	<i>International Organization for Standardization</i>
IEC	<i>International Electronic Commission</i>
SCADA	<i>Supervisory Control and Data Acquisition</i>
SLAs	<i>Service Level Agreement</i>
USA	<i>United State of America</i>
Ltd	<i>Limited Company</i>
VP	<i>Vice President</i>
BP Migas	Badan Pelaksana Kegiatan Usaha Hulu Minyak dan Gas Bumi
SOP	<i>Standard Operating Procedure</i>
LAN	<i>Local Area Network</i>
WAN	<i>Wide Area Network</i>
CCTV	<i>Closed Circuit Television</i>
PABX	<i>Private Automatic Branch eXchange</i>
MIS	<i>Management Information System</i>
FAX	<i>Faximile</i>
SOTK	Struktur Organisasi Tata Kerja
RKM	Rencana Kerja Manajemen
SKPL	Spesifikasi Kebutuhan Perangkat Lunak

UAT	<i>User Acceptance Test</i>
QMS	<i>Quality Management System</i>



DAFTAR ISTILAH

Audit	Pemeriksaan dengan seksama pada sebuah organisasi dengan pencarian bukti nyata berupa dokumen fisik atau elektronik untuk pembuktiannya.
<i>Framework</i>	Kumpulan dari fungsi-fungsi/prosedur dan kelas-kelas untuk tujuan tertentu yang sudah siap digunakan.
<i>Stakeholder</i>	Pihak-pihak yang terkait dengan lembaga mulai dari tanggung jawab kegiatan, proses kegiatan, serta hasil kegiatan.
<i>Work Product</i>	Diartikan sebagai sebuah hasil produk yang terkait dengan pelaksanaan proses (ISO/IEC 15504: 1, 3.55).