

## ABSTRAK

PT. Bio Farma(Persero) merupakan BUMN produsen Vaksin. PT. Bio Farma (Persero) memiliki Sistem Informasi yang dapat menunjang dan mendukung dalam proses pencapaian tujuan perusahaan. Namun dalam penerapannya, Teknologi informasi tidak selalu berjalan sesuai dengan yang diharapkan, sehingga akan menimbulkan resiko yang dapat merugikan perusahaan. Maka harus dilakukan evaluasi untuk mengetahui pencapaian penerapan manajemen risiko TI, terhadap sistem ERP dengan menggunakan framework COBIT 5 dengan domain APO12 (*Manage Risk*). Penelitian ini bertujuan untuk mengetahui bagaimana proses mengidentifikasi/mengumpulkan data dalam proses manajemen risiko, bagaimana cara mendukung keputusan dalam menentukan risiko, bagaimana cara mengetahui profile risiko, bagaimana cara mengetahui apa saja yang berhubungan dengan manajemen risiko, dan bagaimana cara mengurangi atau meningkatkan kualitas dalam proses manajemen risiko di PT.Bio Farma(Persero). Penelitian ini dilakukan dengan wawancara, kuesioner dan observasi langsung ke pihak Divisi IT dan Divisi CRM di PT.Bio Farma(Persero). Proses penelitian ini terdiri dari beberapa tahapan, antara lain melakukan analisis *capability level* dan analisis *risk assessment* untuk mengidentifikasi risiko-risiko serta menilai sejauh mana dampak yang dapat ditimbulkan. Berdasarkan hasil analisis tersebut, maka didapatkan nilai *capability level* domain proses APO12 serta rekomendasi yang dapat digunakan untuk membantu perbaikan penerapan manajemen risiko teknologi informasi di PT.Bio Farma(Persero).

Kata kunci: Capability, COBIT, Domain, ERP, Management, Risk.

## ABSTRACT

*PT. Bio Farma (Persero) is a state-owned manufacturer of Vaccines. PT. Bio Farma (Persero) has an Information System that can support in the process of achieving company goals. But in its application, Information technology is not always run as expected, so it can cause a risk that can harm the company. Then it should be need to be evaluated to know the achievement of application of IT risk management, especially against ERP systems using the COBIT 5 framework with the APO12 domain (Risk Management). This study aims to find out how the process of identifying / collecting data in risk management process, how to support decisions in determining risk, how to know risk profile, how to know what is related to risk management, and how to reduce or improve quality in risk management process at PT.Bio Farma (Persero). This study was conducted by interview, questionnaire and direct observation to the IT Division and CRM Division at PT.Bio Farma (Persero). The research process consists of several stages, such as analyzing capability level and risk assessment analysis to identify risks and assess the extent of the impact that can be generated. Based on the results of the analysis, then obtained value capability level domain process APO12 and recommendations that can be used to help improving the application of information technology risk management at PT.Bio Farma (Persero).*

*Keywords: Capability, COBIT, Domain, ERP, Management, Risk.*



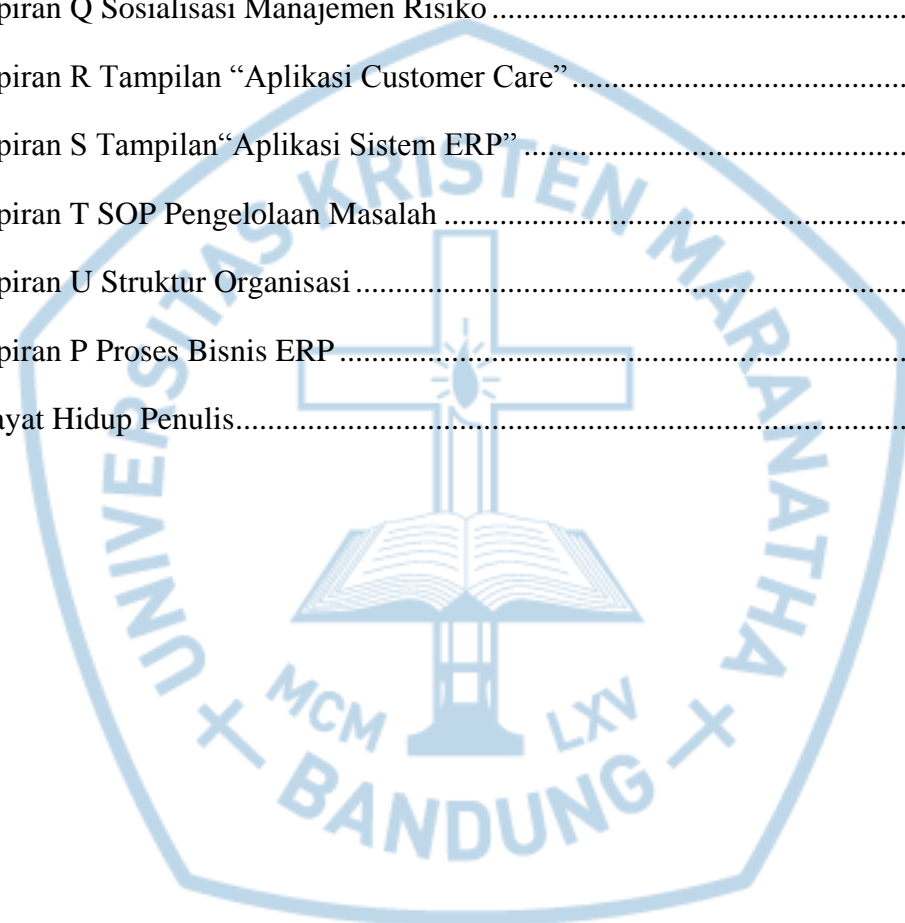
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