

INTISARI

Penelitian ini merupakan penelitian kualitatif yang bertujuan untuk mengungkap-kan sejauh mana kesesuaian perencanaan manajemen TI Diskominfo Pringsewu dengan domain APO (*align, plan, organize*) pada *COBIT 5 framework* serta mengukur tingkat kapabilitas perencanaan manajemen TI di Diskominfo Pringsewu berdasarkan *COBIT 5 framework*. Domain APO memiliki tiga belas proses yang terkait dengan strategi, perencanaan, dan identifikasi TI serta kontribusinya dalam pencapaian tujuan organisasi.

Diskominfo Pringsewu saat ini telah memiliki *masterplan* pengembangan *e-government* namun belum ada proses pengevaluasian. Hal ini terjadi karena belum ada kebijakan terkait hal itu baik dari pihak internal maupun eksternal organisasi. Hasil penelitian ini menunjukkan bahwa tingkat kapabilitas domain APO sebesar 45,77% yakni berada pada *level* satu dengan tingkat pencapaian *partially achieved*. Penelitian ini menunjukkan bahwa komponen penting yang belum dimiliki oleh Diskominfo Pringsewu dalam proses pengembangan manajemen teknologi informasi saat ini ialah pengelolaan kualitas layanan, pengelolaan risiko, dan pengelolaan keamanan sistem informasi.

Kata Kunci: COBIT 5, Diskominfo Pringsewu, Domain APO, Manajemen Teknologi Informasi

ABSTRACT

This research was qualitative aiming to reveal the extent to which the management of the Office of Communication and Informatics (Diskominfo) of Pringsewu has accorded the APO domain (align, plan, organize) on COBIT 5 framework. It was also intended to measure the capability level of the planning of the IT management at Diskominfo of Pringsewu based on COBIT 5 framework. The APO domain has thirteen processes related to the strategy, planning, identification, and contribution of IT to achieve the organizational goals.

Diskominfo currently has the master plan of the development of e-government, but it has not applied any evaluation process yet. It is because there has been no policy related to the evaluation process from either inside or outside organization. The results of this study have indicated that the capability level of the APO domain is 45.77% which falls in the level one rate which means that it is partially achieved. This study shows that, currently, Diskominfo of Pringsewu has not possessed some important components in the development process of information technology management, namely service quality management, risk management, and information security management system.

Keywords: COBIT 5, the Office of Communication and Informatics of Pringsewu, APO domain, information technology management