

## INTISARI

PT. Infomedia Nusantara merupakan pengelola data pelanggan telepon kabel maupun non kabel, dalam melakukan pengelolaan data pelanggan menggunakan sistem informasi DM2000 untuk mengelola data pelanggan telepon sebanyak 9 juta data pelanggan residen, 470 ribu data pelanggan bisnis serta 9.244 data pelanggan pemerintahan di seluruh Indonesia. Proses pengelolaan dan pemeliharaan data tersebut harus tetap berjalan dengan baik dan aman dalam mendukung bisnis perusahaan untuk menghasilkan produk yang berbasis cetak dan multimedia

Untuk mendukung latar belakang diatas diperlukan sistem informasi baru yaitu sistem informasi digital asset manajemen (SIDAM) agar dapat menyelesaikan masalah utama, yaitu :

- Melakukan identifikasi faktor penentu dari kesuksesan implementasi sistem informasi digital asset manajemen (SIDAM) ?
- Melakukan deteksi dampak dalam mengimplementasi sistem informasi digital asset manajemen (SIDAM) terhadap pelaku pelaksana dalam melakukan pekerjaannya ?
- Pengaruh terhadap pengambilan keputusan bagi manajerial ?

Hasil dari implementasi sistem informasi digital asset manajemen (SIDAM) dapat menjawab permasalahan diatas, dengan hasil yang didapat adalah :

- Produktivitas pekerja data entri dan validasi rata-rata menjadi 117 rekord/hari – 126 rekord/hari
- Kegiatan cekphone rata-rata menurun menjadi 3,6 menit/rekord – 3,9 menit/rekord sehingga terjadi penghematan biaya percakapan (pulsa).
- Data mutasi telepon sebesar 30.000 rekord setiap bulannya dapat diproses rata-rata selama 50 – 60 menit.
- Adanya perubahan struktur organisasi menjadi lebih efisien dan terjadi mutasi di sumber daya manusia agar lebih baik lagi

***Kata kunci : kualitas sistem, pengguna sistem dan dampak bagi individu***

## ABSTRACT

PT. Infomedia Nusantara is a landline and wireless telephone customers database administrator company currently using DM2000 information system to manage its database of 9 million residential telephone customers, 470 thousand business customers and 9.244 government customers all over Indonesia. Flawless and secure management and maintenance of the database is critical to ensure the company's line of business in providing printing and multimedia-based products.

To support the background above was needed system new information that is the digital information system management assets (SIDAM) in order to be able to resolve the main problem, that is :

- carried out the identification factor the determiners from the success of the implementation the system information digital management asset (SIDAM) ?
- carried out the detection of the impact in implementation the system information digital management asset (SIDAM) against the perpetrators of the executive in carrying out his work ?
- the influence on decision making for managerial ?

Results of the implementation system digital information asset management (SIDAM) could answer the problem above, with results that were received was :

- The productivity of the data worker entry and the validation in general became 117 record/day – 126 record/day
- The activity phonecheck in general decrease to 3.6 minutes/record – 3.9 minutes/record so as to saving of the conversational cost happen (the pulse).
- The mutation data of the telephone of 30,000 records each month could be processed in general for 50-60 minutes
- The existence of the change in the structure of the organization became more efficient and happened the mutation in human resources so that again better

**Keywords:** *System quality, system's user and its impact to individuals*