

DAFTAR ISI

LEMBAR PENGESAHAN	ii
SURAT PERNYATAAN	iii
ABSTRACT	iv
ABSTRAK	v
KATA PENGANTAR.....	vi
DAFTAR ISI.....	viii
DAFTAR GAMBAR.....	xii
DAFTAR TABEL	xiii
BAB I PENDAHULUAN	
1.1 Latar Belakang Masalah	I-1
1.2 Identifikasi Masalah	I-2
1.3 Rumusan Masalah	I-2
1.4 Batasan Masalah.....	I-3
1.5 Tujuan Penelitian.....	I-3
1.6 Manfaat Penelitian.....	I-3
1.7 Metodologi Penelitian	I-4
1.8 Sistematika Penulisan.....	I-4
BAB II LANDASAN TEORI	
2.1 Definisi Sistem	II-1
2.2 Definisi Informasi.....	II-1
2.3 Definisi Sistem Informasi.....	II-1
2.4 Definisi Teknologi Informasi	II-2
2.5 Pengertian Audit.....	II-2
2.6 Audit Sistem Informasi	II-3
2.7 Model Audit Tata Kelola Sistem Informasi	II-4
2.7.1 ITIL	II-7
2.7.2 ISO/IEC 17799.....	II-8
2.7.3 COSO	II-8
2.7.4 COBIT	II-8

2.8	Framework COBIT 4.1.....	II-9
2.8.1	Proses dalam framework COBIT 4.1	II-10
2.8.2	Domain Deliver and support (DS)	II-13
2.8.3	Maturity Model	II-16
2.9	Perbandingan Model Audit	II-20
2.10	Penelitian Terdahulu.....	II-23

BAB III OBJEK DAN METODEODOLOGI PENELITIAN

3.1	Gambaran Umum Diskominfo Jabar.....	III-1
3.1.1	Profil Perusahaan.....	III-1
3.1.2	Visi dan Misi Organisasi.....	III-3
3.1.3	Struktur Organisasi Diskominfo Jabar	III-3
3.1.4	Tugas Pokok dan Fungsi	III-4
3.1.5	Proses Layanan.....	III-13
3.2	Tahapan Audit	III-15
3.2.1	Tahap Awal	III-16
3.2.2	Tahap Pengumpulan dan Pengolahan Data.....	III-16
3.2.3	Tahap Analisis Data	III-17

BAB IV PERANCANGAN AUDIT SISEM INFORMASI

4.1	Metode Analisis.....	IV-1
4.2	Rincian Penyebaran Kuisioner	IV-1
4.3	Penentuan Domain COBIT.....	IV-2
4.4	Tahapan Rancangan Audit	IV-3
4.5	Penetapan strategy TI berdasarkan KGI, CSF, KPI Domain <i>Deliver and support</i>	IV-3
4.5.1	DS1-Define and Manage Service Levels	IV-4
4.5.2	DS2- <i>Manage Third Party Services</i>	IV-4
4.5.3	DS3- <i>Manage Performance and Capacity</i>	IV-5
4.5.4	DS4- <i>Ensure Continous Service</i>	IV-6
4.5.5	DS5- <i>Ensure Systems Security</i>	IV-6
4.5.6	DS6- <i>Identify and allocate Costs</i>	IV-7
4.5.7	DS7- <i>Educate and Train Users</i>	IV-7
4.5.8	DS8- <i>Manage Service Desk and Incident</i>	IV-8

4.5.9	DS9- <i>Manage the Configuration</i>	IV-8
4.5.10	DS10- <i>Manage Problems</i>	IV-9
4.5.11	DS11- <i>Manage Data</i>	IV-9
4.5.12	DS12- <i>Manage Facilities</i>	IV-10
4.5.13	DS13- <i>Manage Operations</i>	IV-10
4.6	Metode Perhitungan Data	IV-11
4.7	Kuesioner (<i>Maturity Level</i>)	IV-12

BAB V TEMUAN AUDIT DAN REKOMENDASI

5.1	Temuan	V-1
5.1.1	Temuan DS 1 - <i>Define and Manage Service Levels</i>	V-1
5.1.2	Temuan DS 2 - <i>Manage Third Party Services</i>	V-1
5.1.3	Temuan DS 3 - <i>Manage Performance and Capacity</i>	V-2
5.1.4	Temuan DS 4 - <i>Ensure Continuous Service</i>	V-2
5.1.5	Temuan DS 5 - <i>Ensure System Security</i>	V-2
5.1.6	Temuan DS 6 - <i>Identify and Allocate Costs</i>	V-3
5.1.7	Temuan DS 7 - <i>Educate and Train Users</i>	V-3
5.1.8	Temuan DS 8 - <i>Manage Service Desk and Incident</i>	V-3
5.1.9	Temuan DS 9 - <i>Manage the Configuration</i>	V-4
5.1.10	Temuan DS 10 - <i>Manage Problem</i>	V-4
5.1.11	Temuan DS 11 - <i>Manage Data</i>	V-4
5.1.12	Temuan DS 12 - <i>Manage Facilities</i>	V-5
5.1.13	Temuan DS 13 - <i>Manage Operations</i>	V-5
5.2	Rekomendasi	V-5
5.2.1	Tindak Lanjut DS 1 - <i>Define and Manage Service Levels</i>	V-5
5.2.2	Tindak Lanjut DS 2 - <i>Manage Third Party Services</i>	V-6
5.2.3	Tindak Lanjut DS 3 - <i>Manage Performance and Capacity</i>	V-6
5.2.4	Tindak Lanjut DS 4 - <i>Ensure Continuous Service</i>	V-6
5.2.5	Tindak Lanjut DS 5 - <i>Ensure System Security</i>	V-7
5.2.6	Tindak Lanjut DS 6 - <i>Identify and Allocate Costs</i>	V-7
5.2.7	Tindak Lanjut DS 7 - <i>Educate and Train Users</i>	V-7
5.2.8	Tindak Lanjut DS 8 - <i>Manage Service Desk and Incident</i>	V-8
5.2.9	Tindak Lanjut DS 9 - <i>Manage the Configuration</i>	V-8

5.2.10	Tindak Lanjut DS 10 - <i>Manage Problem</i>	V-8
5.2.11	Tindak Lanjut DS 11 - <i>Manage Data</i>	V-8
5.2.12	Tindak Lanjut DS 12 - <i>Manage Facilities</i>	V-8
5.2.13	Tindak Lanjut DS 13 - <i>Manage Operations</i>	V-9

BAB VI KESIMPULAN DAN SARAN

6.1	Kesimpulan.....	VI-1
6.2	Saran	VI-1

DAFTAR PUSTAKA

LAMPIRAN

