

## DAFTAR ISI

|                                                         |      |
|---------------------------------------------------------|------|
| LEMBAR PENGESAHAN TUGAS AKHIR .....                     | i    |
| PENGESAHAN PENGUJI SIDANG TUGAS AKHIR .....             | ii   |
| LEMBAR PERNYATAAN KEASLIAN TUGAS AKHIR .....            | iii  |
| <i>ABSTRACT</i> .....                                   | iv   |
| ABSTRAK .....                                           | v    |
| HALAMAN PERSEMBAHAN DAN MOTTO.....                      | vi   |
| KATA PENGANTAR .....                                    | vii  |
| DAFTAR ISI .....                                        | x    |
| DAFTAR TABEL .....                                      | xiv  |
| DAFTAR GAMBAR.....                                      | xvi  |
| BAB I PENDAHULUAN .....                                 | I-1  |
| 1.1    Latar Belakang.....                              | I-1  |
| 1.2    Rumusan Masalah .....                            | I-4  |
| 1.3    Tujuan Penelitian.....                           | I-4  |
| 1.4    Manfaat Penelitian.....                          | I-5  |
| 1.5    Batasan Masalah.....                             | I-6  |
| BAB II LANDASAN TEORI .....                             | II-1 |
| 2.1    Tata Kelola Teknologi Informasi (TI).....        | II-1 |
| 2.2    Tujuan Tata Kelola Teknologi Informasi (TI)..... | II-1 |
| 2.3 <i>Framework</i> COBIT 2019 .....                   | II-2 |
| 2.3.1    Prinsip COBIT 2019 .....                       | II-2 |

|        |                                                                        |       |
|--------|------------------------------------------------------------------------|-------|
| 2.3.2  | Model Referensi Proses COBIT 2019 .....                                | II-5  |
| 2.4    | <i>Design Factor</i> COBIT 2019 .....                                  | II-15 |
| 2.4.1  | Strategi Perusahaan ( <i>Enterprise Strategy</i> ) .....               | II-16 |
| 2.4.2  | Tujuan Perusahaan ( <i>Enterprise Goals</i> ) .....                    | II-17 |
| 2.4.3  | Profil Risiko ( <i>Risk Profile</i> ) .....                            | II-18 |
| 2.4.4  | Masalah Terkait TI ( <i>I&amp;T-related issues</i> ) .....             | II-19 |
| 2.4.5  | Bentang Ancaman ( <i>Threat Landscape</i> ) .....                      | II-22 |
| 2.4.6  | Persyaratan Kepatuhan ( <i>Compliance Requirements</i> ).....          | II-22 |
| 2.4.7  | Peran TI ( <i>Role of IT</i> ) .....                                   | II-23 |
| 2.4.8  | Model Sumber untuk TI ( <i>Sourcing Model of IT</i> ).....             | II-23 |
| 2.4.9  | Model Implementasi TI ( <i>IT Implementation Methods</i> ).....        | II-24 |
| 2.4.10 | Strategi Adopsi Teknologi ( <i>Technology Adoption Strategy</i> )..... | II-25 |
| 2.4.11 | Ukuran Perusahaan ( <i>Enterprise Size</i> ).....                      | II-25 |
| 2.4.12 | Kesimpulan Desain Sistem Tata Kelola.....                              | II-26 |
| 2.5    | <i>Goal Cascade</i> .....                                              | II-28 |
| 2.5.1  | <i>Enterprise Goals</i> .....                                          | II-28 |
| 2.5.2  | <i>Alignment Goals</i> .....                                           | II-30 |
| 2.6    | <i>Capability Level</i> .....                                          | II-31 |
| 2.7    | <i>RACI Chart</i> .....                                                | II-34 |
| 2.8    | Penelitian Terkait dan Keterbaruan Penelitian .....                    | II-34 |
| 2.8.1  | <i>State of The Art</i> Bidang Penelitian .....                        | II-34 |
| 2.8.2  | Matriks Penelitian .....                                               | II-45 |
| 2.8.3  | Relevansi Penelitian .....                                             | II-52 |

|                                                                              |       |
|------------------------------------------------------------------------------|-------|
| BAB III METODOLOGI.....                                                      | III-1 |
| 3.1 Tahapan Penelitian .....                                                 | III-1 |
| 3.1.1 Penentuan Tempat Studi Kasus.....                                      | III-2 |
| 3.1.2 Pengumpulan Data .....                                                 | III-3 |
| 3.1.3 Penentuan Domain COBIT 2019 .....                                      | III-5 |
| 3.1.4 Analisis Data .....                                                    | III-5 |
| 3.1.5 Penyusunan Rekomendasi.....                                            | III-6 |
| 3.1.6 Penarikan Kesimpulan .....                                             | III-6 |
| BAB IV HASIL DAN PEMBAHASAN .....                                            | IV-1  |
| 4.1 Gambaran Objek Penelitian.....                                           | IV-1  |
| 4.1.1 Sejarah Dinas Perhubungan Kota Tasikmalaya .....                       | IV-1  |
| 4.1.2 Visi dan Misi Dinas Perhubungan Kota Tasikmalaya .....                 | IV-1  |
| 4.1.3 Struktur Organisasi .....                                              | IV-2  |
| 4.1.4 Tugas Pokok Struktur Organisasi Dinas Perhubungan .....                | IV-3  |
| 4.1.5 Tugas dan Fungsi Dinas Perhubungan Kota Tasikmalaya.....               | IV-5  |
| 4.2 Penentuan Domain COBIT 2019.....                                         | IV-6  |
| 4.2.1 Identifikasi <i>Enterprise Goals</i> COBIT 2019 .....                  | IV-6  |
| 4.2.2 Identifikasi <i>Alignment Goals</i> COBIT 2019.....                    | IV-9  |
| 4.2.3 Identifikasi <i>Governance and Management Objective (GMO)</i> ...IV-12 |       |
| 4.2.4 Menentukan Domain COBIT 2019 dengan <i>Design Factor</i> .....         | IV-15 |
| 4.2.5 <i>IT Governance Design Factor</i> .....                               | IV-15 |
| 4.2.6 <i>IT Governance Design Result</i> .....                               | IV-24 |
| 4.1.7 Identifikasi <i>RACI Chart</i> .....                                   | IV-26 |

|                                 |                                                                        |       |
|---------------------------------|------------------------------------------------------------------------|-------|
| 4.3                             | Analisis Data .....                                                    | IV-32 |
| 4.3.1                           | Analisis <i>Capability Level</i> .....                                 | IV-32 |
| 4.3.2                           | Hasil Pengukuran APO04 .....                                           | IV-32 |
| 4.3.3                           | Hasil Pengukuran APO07 .....                                           | IV-35 |
| 4.3.4                           | Hasil Pengukuran BAI08 .....                                           | IV-39 |
| 4.3.4                           | Analisis Hasil Pengukuran <i>Capability Level</i> tiap Domain.....     | IV-43 |
| 4.3.5                           | Analisis <i>Capability Level</i> Saat Ini ( <i>As-is</i> ) .....       | IV-43 |
| 4.3.6                           | Analisis <i>Capability Level</i> yang Diharapkan ( <i>To-be</i> )..... | IV-44 |
| 4.3.7                           | Analisis Kesenjangan ( <i>Gap</i> ) .....                              | IV-45 |
| 4.3.8                           | Rekomendasi Perbaikan .....                                            | IV-46 |
| BAB V KESIMPULAN DAN SARAN..... |                                                                        | V-1   |
| 5.1                             | Kesimpulan.....                                                        | V-1   |
| 5.2                             | Saran.....                                                             | V-3   |
| DAFTAR PUSTAKA                  |                                                                        |       |