

## ABSTRAK

Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Salatiga adalah instansi pemerintah di Kota Salatiga yang melayani perizinan dan penanaman modal di Kota Salatiga yang menggunakan sistem informasi dari BKPM RI yaitu OSS 1.1. DPMPTSP Kota Salatiga menemukan beberapa kendala dalam penggunaan OSS 1.1, antara lain OSS 1.1 belum dapat menampilkan laporan berdasarkan jenis izin, adanya beberapa izin yang masih belum terintegrasi, belum adanya *link* dengan dinas pemberi rekomendasi Izin sehingga dibutuhkan audit sistem OSS 1.1. dengan studi kasus di DPMPTSP Kota Salatiga. Audit ini bertujuan untuk menentukan level kapabilitas sistem OSS 1.1. yang mengacu pada proses pelaksanaan di DPMPTSP Kota Salatiga. Metode yang digunakan yaitu, kualitatif deskriptif dengan jenis data primer berupa data hasil wawancara dengan DPMPTSP Kota Salatiga. Pengumpulan data dilakukan dengan metode wawancara dan pertanyaan yang berasal dari domain COBIT 5. Berdasarkan hasil audit dari penelitian yang dilakukan menggunakan *framework CobIT 5.0*, menghasilkan level kapabilitas dan rekomendasi. Level kapabilitas sistem OSS 1.1 saat ini, domain *Evaluate, Direct and Monitor* (EDM) berada di level kapabilitas 2,6 (*Managed*), domain *Align, Plan and Organise* (APO) berada di level kapabilitas 2,4 (*Managed*), domain *Build, Acquire and Implement* (BAI) berada di level kapabilitas 2,3 (*Managed*), domain *Deliver, Service and Support* (DSS) berada di level kapabilitas 2,3 (*Managed*), domain *Monitor, Evaluate and Assess*(MEA) berada di level kapabilitas 2,6 (*Managed*). Pada kondisi ini tata kelola sistem OSS 1.1 sudah dapat diterapkan dengan baik di DPMPTSP Kota Salatiga dengan beberapa rekomendasi kepada DPMPTSP Kota Salatiga agar dapat disampaikan kepada BKPM RI untuk perbaikan tata kelola sistem OSS 1.1 agar berjalan lebih optimal.

Kata Kunci : Audit, Framework cobit 5, Level kapabilitas, Capability model, DPMPTSP Kota Salatiga, Domain cobit 5

## ABSTRACT

*The Investment and Integrated Service Office of Salatiga (Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) serves licensing and investment in Salatiga with the information system from BKPM RI, OSS 1.1. DPMPTSP Salatiga found several problems in using of OSS 1.1, such as OSS 1.1 could not display reports based on the type of permit, some licenses were still not integrated and there was no link with the licensing agency. Therefore, an OSS 1.1 system audit was needed related to a case study in DPMPTSP Salatiga. This audit aims to determine the OSS system capability level 1.1. which refers to the implementation process in DPMPTSP Salatiga. The method used descriptive qualitative with primary data from interviews with DPMPTSP Salatiga. Data collection was carried out by interview and question methods from the COBIT 5 domain. Based on the results of an audit using the CobIT 5.0 framework, it results in a level of capability and recommendations. The current OSS system capability level 1.1 shows that Evaluate, Direct and Monitor (EDM) domains are at capability level 2.6 (Managed), Align, Plan and Organize (APO) domains are at capability level 2.4 (Managed), Build domain, Acquire and Implement (BAI) are at level capability 2.3 (Managed), Deliver domains, Service and Support (DSS) are at capability level 2.3 (Managed), Monitor, Evaluate and Assess (MEA) domains are at level capability 2.6 (Managed). In this condition OSS 1.1 system governance has been implemented properly in DPMPTSP Salatiga with several recommendations so it can be submitted to BKPM RI in improving OSS 1.1 system governance and running more optimally.*

**Keywords:** *Audit, Framework Cobit 5, Capability Level, Capability Model, DPMPTSP Salatiga, Domain Cobit 5*



PUSAT PELAYANAN DAN  
PENGEMBANGAN BAHASA