

BAB III

METODOLOGI PENELITIAN

Metode penelitian adalah cara atau jalan yang ditempuh sehubungan dengan penelitian yang dilakukan, yang memiliki langkah-langkah yang sistematis. Metode penelitian yang digunakan adalah metode penelitian deskriptif kualitatif karena pengukuran tingkat kapabilitas tata kelola TI menggunakan data kualitatif yang diperoleh dari hasil diskusi dan wawancara berdasarkan proses dalam COBIT 5. ISACA memberikan prosedur untuk melakukan audit atau menilai adanya dokumen formalitas (adanya dasar hukum yang digunakan dan SOP (Standar Operasional Prosedur) dan SPP yang berlaku) proses dokumentasi prosedur) menggunakan pilihan jawaban “**ya**” atau “**tidak**”, karena penelitian ini bertujuan untuk mendapatkan jawaban yang tegas terhadap proses pengelolaan tata kelola TI dari aparat yang membidangi TI. Lokasi penelitian dilakukan dengan studi kasus tata kelola TI pada DPMPTS Kota Salatiga.

3.1 Jenis dan Desain Penelitian

Penelitian ini menggunakan metode penelitian kualitatif deskriptif. Penelitian kualitatif adalah penelitian yang bersifat deskriptif dan cenderung menggunakan analisis. Proses dan makna (perspektif subjek) lebih ditonjolkan dalam penelitian kualitatif. Landasan teori dimanfaatkan sebagai pemandu agar fokus penelitian sesuai dengan fakta di lapangan.

Metode penelitian yang dipakai, dapat diterapkan dengan menggunakan *framework* COBIT 5, karena di dalam COBIT 5 ini sudah terdapat analisis pengukuran kualitas dan mendeskripsikannya sesuai dengan level yang dihasilkan dari hasil wawancara dengan *stakeholder*.

3.2 Sumber data

Sumber data yang digunakan dalam penelitian ini adalah jenis data primer. Data primer adalah data yang diperoleh peneliti secara langsung (dari tangan pertama) dengan pendekatan kasus di DPMPTSP Kota Salatiga. Sumber data disini

diperoleh dengan wawancara *stakeholder* yang berwenang dan berhubungan dengan Aplikasi OSS 1.1 yang telah digunakan di DPMPTSP Kota Salatiga

3.3 Teknik Pengumpulan Data

Teknik Pengumpulan data yang digunakan pada penelitian ini yaitu dengan metode wawancara dan dokumentasi. Wawancara dilakukan kepada *stakeholder* antara lain :

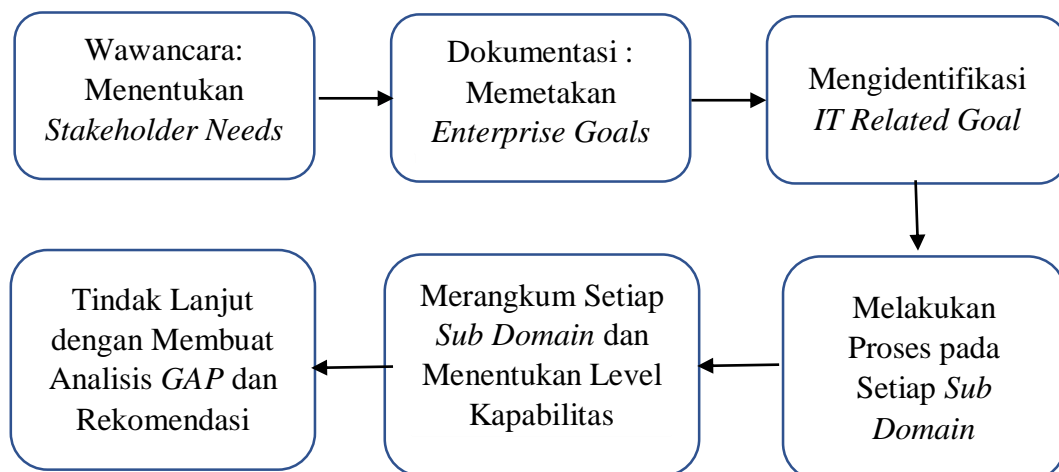
1. Petugas *Front Office (Help Desk)*,
2. Pranata Komputer
3. Kepala Bidang Pelayanan dan Pengaduan
4. Kepala Bidang Perizinan
5. Kepala DPMPTSP Kota Salatiga

Wawancara yang dilakukan kepada *stakeholder* ini, diajukan beberapa pertanyaan sesuai dengan tabel daftar pertanyaan yang ada di dalam *framework* COBIT 5, sehingga tidak perlu membuat pertanyaan baru.

Setelah melakukan wawancara, daftar pertanyaan dan hasil wawancara didokumentasikan dan dijustifikasikan untuk mengumpulkan bukti dari hasil wawancara bersama narasumber

3.4 Teknik Analisis Data

Teknik analisis data disajikan pada Gambar 3.1. Teknik Analisis Data



Gambar 3.1 Teknik Analisis Data

Penjelasan teknik analisis data pada Gambar 3.1 adalah sebagai berikut:

1. Diawali dengan melakukan wawancara dengan DPMPTSP yang tujuannya untuk menentukan *Stakeholder Needs* dari DPMPTSP terkait dengan *output* sistem informasi yang bisa diturunkan dari visi dan misi organisasi. Dari hasil wawancara tersebut dapat diketahui target yang diinginkan oleh DPMPTSP dengan cara mereduksi data yang tidak diperlukan.
2. Setelah *Stakeholder Needs* ditentukan, selanjutnya akan dikaitkan dengan cara memetakan *Enterprise Goals* yang dimiliki oleh *framework CobIT 5* dengan *expert judgment* yang dikategorikan ke dalam dimensi-dimensi *Balance Score Card* untuk tujuan perusahaan, yang dimiliki oleh *CobIT 5.0* pada Tabel 3.1 *Stakeholder Value And Business Objectives* di bawah ini.

Tabel 3.1 *Stakeholder Value And Business Objectives*

BSC Dimension	Enterprise Goal
Financial	1. Stakeholder value of business investments
	2. Portfolio of competitive products and services
	3. Managed business risk (safeguarding of assets)
	4. Compliance with external laws and regulations
	5. Financial transparency
Customer	6. Customer-oriented service culture
	7. Business service continuity and availability
	8. Agile responses to a changing business environment
	9. Information-based strategic decision making
	10. Optimisation of service delivery costs
Internal	11. Optimisation of business process functionality
	12. Optimisation of business process costs
	13. Managed business change programmes
	14. Operational and staff productivity
	15. Compliance with internal policies
Learning and Growth	16. Skilled and motivated people
	17. Product and business innovation culture

3. Dari hasil pemetaan *Stakeholder Needs* dan *Enterprise Goals* tersebut akan diidentifikasi tujuan TI terkait dengan *Enterprise Goals* dan menentukan ITRG yang Primary dan Secondary. Hirarki proses COBIT untuk mencapai

tujuan perusahaan dan IT dalam COBIT 5 disajikan dalam Tabel 3.2.

Interprise Goals Hierarchy

Tabel 3.2 *Interprise Goals Hierarchy*

<i>Balanced Scorecard</i>	<i>COBIT Process</i>	Primary and Secondary
	<i>Enterprise Goal IT Related Goal (ITRG)</i>	
<i>Financial</i>		
	1. Stakeholder value of business investments	
	<i>ITRG 01 Alignment of IT and business strategy</i>	P
	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	P
	<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	P
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 09 IT agility</i>	S
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	P
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	P
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	S
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S
	2. Portfolio of competitive products and services	
	<i>ITRG 01 Alignment of IT and business strategy</i>	P
	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	S
	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	P
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	P
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S

Lanjutan Tabel 3.2

<i>Financial</i>	<i>ITRG 09 IT agility</i>	P
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	P
	<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	S
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	S
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	P
	3. Managed business risk (safeguarding of assets)	
	<i>ITRG 01 Alignment of IT and business strategy</i>	S
	<i>ITRG 04 Managed IT-related business risk</i>	P
	<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 09 IT agility</i>	S
	<i>ITRG 10 Security of information, processing infrastructure and applications</i>	P
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	S
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	S
	<i>ITRG 15 IT compliance with internal policies</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	P
	4. Compliance with external laws and regulations	
	<i>ITRG 02 IT compliance and support for business compliance with external laws and regulations</i>	P
	<i>ITRG 04 Managed IT-related business risk</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S

Lanjutan Tabel 3.2

<i>Financial</i>	<i>ITRG 10 Security of information, processing infrastructure and applications</i>	P
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	S
	<i>ITRG 15 IT compliance with internal policies</i>	P
	5. Financial transparency	
	<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	P
<i>Customer</i>		
	6. Customer-oriented service culture	
	<i>ITRG 01 Alignment of IT and business strategy</i>	P
	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	P
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 09 IT agility</i>	S
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	S
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S
	7. Business service continuity and availability	
	<i>ITRG 01 Alignment of IT and business strategy</i>	S
	<i>ITRG 04 Managed IT-related business risk</i>	P
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 10 Security of information, processing infrastructure and applications</i>	P
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	P
	8. Agile responses to a changing business environment	
	<i>ITRG 01 Alignment of IT and business strategy</i>	P
	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	S
	<i>ITRG 04 Managed IT-related business risk</i>	S

Lanjutan Tabel 3.2

<i>Customer</i>	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	P	
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	P	
	<i>ITRG 09 IT agility</i>	P	
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S	
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S	
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	S	
	9. Information-based strategic decision making		
	<i>ITRG 01 Alignment of IT and business strategy</i>	P	
	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	S	
	<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	S	
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S	
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S	
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	P	
<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S		
10. Optimisation of service delivery costs			
<i>ITRG 01 Alignment of IT and business strategy</i>	S		
<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	S		
<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	P		
<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S		
<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	P		
<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S		
<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	S		
<i>Internal</i>			
11. Optimisation of business process functionality			
	<i>ITRG 01 Alignment of IT and business strategy</i>	P	

Lanjutan Tabel 3.2

<i>Internal</i>	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	S	
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	P	
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	P	
	<i>ITRG 09 IT agility</i>	P	
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S	
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	P	
	<i>ITRG 14 Availability of reliable and useful information for decision making</i>	S	
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S	
	12. Optimisation of business process costs		
	<i>ITRG 01 Alignment of IT and business strategy</i>	S	
	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	P	
	<i>ITRG 06 Transparency of IT costs, benefits and risk</i>	P	
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S	
<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S		
<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	P		
<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S		
<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	S		
13. Managed business change programmes			
<i>ITRG 01 Alignment of IT and business strategy</i>	P		
<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	P		
<i>ITRG 04 Managed IT-related business risk</i>	S		
<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S		
<i>ITRG 09 IT agility</i>	S		
<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S		

Lanjutan Tabel 3.2.

<i>Internal</i>	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>	P
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S
	14. Operational and staff productivity	
	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	S
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	P
	<i>ITRG 09 IT agility</i>	S
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	P
	15. Compliance with internal policies	
	<i>ITRG 02 IT compliance and support for business compliance with external laws and regulations</i>	P
	<i>ITRG 04 Managed IT-related business risk</i>	S
	<i>ITRG 10 Security of information, processing infrastructure and applications</i>	P
	<i>ITRG 15 IT compliance with internal policies</i>	P
<i>Learning</i>	16. Skilled and motivated people	
	<i>ITRG 01 Alignment of IT and business strategy</i>	S
	<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>	S
	<i>ITRG 04 Managed IT-related business risk</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 09 IT agility</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	P
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	S

Lanjutan Tabel 3.2

<i>Learning</i>	17. Product and business innovation culture	
	<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>	S
	<i>ITRG 07 Delivery of IT services in line with business requirements</i>	S
	<i>ITRG 08 Adequate use of applications, information and technology solutions</i>	S
	<i>ITRG 09 IT agility</i>	P
	<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>	S
	<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>	S
	<i>ITRG 16 Competent and motivated business and IT personnel</i>	S
	<i>ITRG 17 Knowledge, expertise and initiatives for business innovation</i>	P

4. ITRG yang memiliki hubungan dengan *Enterprise Goals* diatas hanya diambil *primary* nya saja dan akan dipilih dan *sub domain* yang ada di dalamnya akan digunakan sebagai kuisisioner untuk dilakukan wawancara kembali dengan DPMPTSP, agar mendapatkan hasil dari kuisisioner tiap sub domainnya. Pada tahap ini hasil wawancara akan direduksi dan dilakukan triangulasi agar dapat mengurangi kebiasaan dari hasil wawancara, yang dapat dilihat pada Tabel 3.3. *IT Related Goals Hierarchy* berikut.

Tabel 3.3 *IT Related Goals Hierarchy*

IT Related Goals	COBIT Processes	Primary & Secondary
ITRG 01 Alignment of IT and business strategy		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	P
	<i>EDM02 Ensure Benefits Delivery</i>	P
	<i>EDM03 Ensure Risk Optimisation</i>	S
	<i>EDM04 Ensure Resource Optimisation</i>	S
	<i>EDM05 Ensure Stakeholder Transparency</i>	S
	<i>APO01 Manage the IT Management Framework</i>	P
	<i>APO02 Manage Strategy</i>	P
	<i>APO03 Manage Enterprise Architecture</i>	P

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 01</i>	<i>APO04 Manage Innovation</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>P</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>P</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>P</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>	
<i>ITRG 02 IT compliance and support for business compliance with external laws and regulations</i>		
	<i>EDM01 Ensure Governance Framework setting and Maintenance</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>P</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>P</i>
	<i>APO13 Manage Security</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>P</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>P</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>P</i>
	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>P</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 03 Commitment of executive management for making IT-related decisions</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>P</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
<i>ITRG 04 Managed IT-related business risk</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>P</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO04 Manage Innovation</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>P</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>P</i>
	<i>APO13 Manage Security</i>	<i>P</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 04</i>	<i>BAI06 Manage Changes</i>	<i>P</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>P</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>P</i>
	<i>DSS03 Manage Problems</i>	<i>P</i>
	<i>DSS04 Manage Continuity</i>	<i>P</i>
	<i>DSS05 Manage Security Services</i>	<i>P</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>P</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>P</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>P</i>
	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>P</i>
<i>ITRG 05 Realised benefits from IT-enabled investments and services portfolio</i>		
<i>EDM01 EB104:C126and Maintenance</i>	<i>S</i>	
<i>EDM02 Ensure Benefits Delivery</i>	<i>P</i>	
<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>	
<i>APO02 Manage Strategy</i>	<i>S</i>	
<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>	
<i>APO04 Manage Innovation</i>	<i>P</i>	
<i>APO05 Manage Portfolio</i>	<i>P</i>	
<i>APO06 Manage Budget and Costs</i>	<i>P</i>	
<i>APO08 Manage Relationships</i>	<i>S</i>	
<i>APO09 Manage Service Agreements</i>	<i>S</i>	
<i>APO10 Manage Supplies</i>	<i>S</i>	
<i>APO11 Manage Quality</i>	<i>P</i>	
<i>BAI01 Manage Programmes and Projects</i>	<i>P</i>	
<i>BAI02 Manage Requirements Definition</i>	<i>S</i>	
<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>	
<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>	
<i>BAI06 Manage Changes</i>	<i>S</i>	
<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>	
<i>BAI08 Manage Knowledge</i>	<i>S</i>	
<i>DSS01 Manage Operations</i>	<i>S</i>	
<i>DSS03 Manage Problems</i>	<i>S</i>	
<i>DSS04 Manage Continuity</i>	<i>S</i>	
<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>	

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>P</i>
<i>ITRG 06 Transparency of IT costs, benefits and risk</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>P</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>P</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>P</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>P</i>
	<i>APO13 Manage Security</i>	<i>P</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>P</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
<i>ITRG 07 Delivery of IT services in line with business requirements</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>P</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>P</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>P</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>P</i>
	<i>APO09 Manage Service Agreements</i>	<i>P</i>
	<i>APO10 Manage Supplies</i>	<i>P</i>
	<i>APO11 Manage Quality</i>	<i>P</i>
	<i>APO12 Manage Risk</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 07</i>	<i>APO13 Manage Security</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>P</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>P</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>P</i>
	<i>BAI06 Manage Changes</i>	<i>P</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>P</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>P</i>
	<i>DSS03 Manage Problems</i>	<i>P</i>
	<i>DSS04 Manage Continuity</i>	<i>P</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>P</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>P</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>S</i>	
<i>ITRG 08 Adequate use of applications, information and technology solutions</i>		
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO04 Manage Innovation</i>	<i>P</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>APO13 Manage Security</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>P</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 08</i>	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>P</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
<i>ITRG 09 IT agility</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>P</i>
	<i>APO04 Manage Innovation</i>	<i>P</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>P</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>P</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 10 Security of information, processing infrastructure and applications</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>P</i>
	<i>APO13 Manage Security</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>P</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>S</i>
<i>ITRG 11 Optimisation of IT assets, resources and capabilities</i>		
	<i>EDM01 Ensure Governance Framework setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>P</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>P</i>
	<i>APO04 Manage Innovation</i>	<i>P</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 11</i>	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>P</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>P</i>
	<i>BAI10 Manage Configuration</i>	<i>P</i>
	<i>DSS03 Manage Problems</i>	<i>P</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>P</i>
<i>ITRG 12 Enablement and support of business processes by integrating applications and technology into business processes</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO04 Manage Innovation</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>P</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>P</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>P</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
<i>ITRG 13 Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards</i>		
	<i>EDM01 Ensure Governance Framework setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG 13</i>	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO05 Manage Portfolio</i>	<i>P</i>
	<i>APO06 Manage Budget and Costs</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>P</i>
	<i>APO12 Manage Risk</i>	<i>P</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>P</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>	
<i>ITRG 14 Availability of reliable and useful information for decision making</i>		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>S</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO04 Manage Innovation</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>P</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>APO13 Manage Security</i>	<i>P</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>P</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>P</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>P</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

ITRG 14	<i>DSS02 Manage Service Requests and Incidents</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>P</i>
	<i>DSS04 Manage Continuity</i>	<i>P</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
ITRG 15 IT compliance with internal policies		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>P</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>P</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>S</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO09 Manage Service Agreements</i>	<i>S</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI09 Manage Assets</i>	<i>S</i>
	<i>BAI10 Manage Configuration</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS05 Manage Security Services</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>P</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>P</i>
	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>S</i>
ITRG 16 Competent and motivated business and IT personnel		
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>S</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

<i>ITRG</i> 16	<i>EDM04 Ensure Resource Optimisation</i>	<i>P</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>P</i>
	<i>APO02 Manage Strategy</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>S</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
<i>ITRG</i>	<i>17 Knowledge, expertise and initiatives for business innovation</i>	
	<i>EDM01 Ensure Governance Framework Setting and Maintenance</i>	<i>S</i>
	<i>EDM02 Ensure Benefits Delivery</i>	<i>P</i>
	<i>EDM03 Ensure Risk Optimisation</i>	<i>S</i>
	<i>EDM04 Ensure Resource Optimisation</i>	<i>S</i>
	<i>EDM05 Ensure Stakeholder Transparency</i>	<i>S</i>
	<i>APO01 Manage the IT Management Framework</i>	<i>P</i>
	<i>APO02 Manage Strategy</i>	<i>P</i>
	<i>APO03 Manage Enterprise Architecture</i>	<i>S</i>
	<i>APO04 Manage Innovation</i>	<i>P</i>
	<i>APO05 Manage Portfolio</i>	<i>S</i>
	<i>APO07 Manage Human Resources</i>	<i>P</i>
	<i>APO08 Manage Relationships</i>	<i>P</i>
	<i>APO10 Manage Supplies</i>	<i>S</i>
	<i>APO11 Manage Quality</i>	<i>S</i>
	<i>APO12 Manage Risk</i>	<i>S</i>
	<i>BAI01 Manage Programmes and Projects</i>	<i>S</i>
	<i>BAI02 Manage Requirements Definition</i>	<i>S</i>
	<i>BAI03 Manage Solutions Identification and Build</i>	<i>S</i>
	<i>BAI04 Manage Availability and Capacity</i>	<i>S</i>
	<i>BAI05 Manage Organisational Change Enablement</i>	<i>P</i>
	<i>BAI06 Manage Changes</i>	<i>S</i>
	<i>BAI07 Manage Change Acceptance and Transitioning</i>	<i>S</i>
	<i>BAI08 Manage Knowledge</i>	<i>P</i>
	<i>DSS01 Manage Operations</i>	<i>S</i>
	<i>DSS02 Manage Service Requests and Incidents</i>	<i>S</i>
	<i>DSS03 Manage Problems</i>	<i>S</i>

Lanjutan Tabel 3.3. *IT Related Goals Hierarchy*

ITRG 17	<i>DSS04 Manage Continuity</i>	<i>S</i>
	<i>DSS06 Manage Business Process Controls</i>	<i>S</i>
	<i>MEA01 Monitor, Evaluate and Assess Performance and Conformance</i>	<i>S</i>
	<i>MEA02 Monitor, Evaluate and Assess the System of Internal Control</i>	<i>S</i>
	<i>MEA03 Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>S</i>

5. Hasil wawancara kusioner sub domain akan menggunakan *expert judgment* dari peneliti, dan akan ditarik kesimpulan dengan cara dirangkum pada setiap domainnya untuk menarik kesimpulan dan mendapatkan level kapabilitas pada setiap domain, seperti pada Tabel 3.4. Tingkat Kapabilitas Proses berikut.

Tabel 3.4 Tingkat Kapabilitas Proses

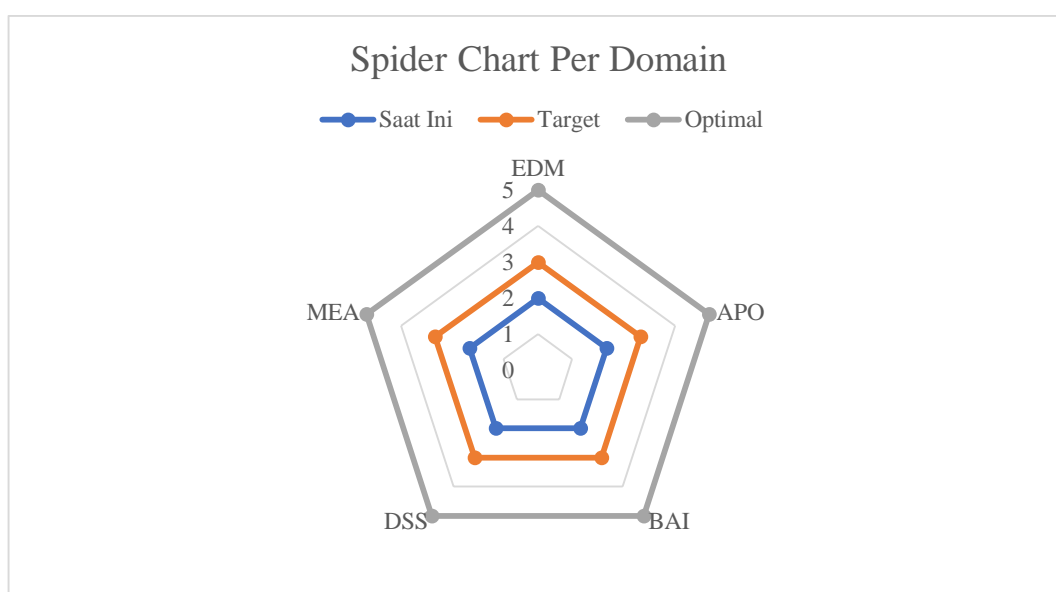
Process ID	Process Name	To be assessed		Target	Optimal
		<i>Sub domain</i>	<i>Domain</i>		
Evaluate, Direct and Monitor		<i>x</i>	<i>x</i>	<i>x</i>	<i>5</i>
<i>EDM01</i>	<i>Ensure Governance Framework Setting and Maintenance</i>	<i>x</i>			
<i>EDM02</i>	<i>Ensure Benefits Delivery</i>	<i>x</i>			
<i>EDM03</i>	<i>Ensure Risk Optimisation</i>	<i>x</i>			
<i>EDM04</i>	<i>Ensure Resource Optimisation</i>	<i>x</i>			
<i>EDM05</i>	<i>Ensure Stakeholder Transparency</i>	<i>x</i>			
Align, Plan and Organise		<i>x</i>	<i>x</i>	<i>x</i>	<i>5</i>
<i>APO01</i>	<i>Manage the IT Management Framework</i>	<i>x</i>			
<i>APO02</i>	<i>Manage Strategy</i>	<i>x</i>			
<i>APO03</i>	<i>Manage Enterprise Architecture</i>	<i>x</i>			
<i>APO04</i>	<i>Manage Innovation</i>	<i>x</i>			
<i>APO05</i>	<i>Manage Portfolio</i>	<i>x</i>			
<i>APO06</i>	<i>Manage Budget and Costs</i>	<i>x</i>			

Lanjutan Tabel 3.4. Tingkat Kapabilitas Proses

<i>APO07</i>	<i>Manage Human Resources</i>	<i>x</i>			
<i>APO08</i>	<i>Manage Relationships</i>	<i>x</i>			
<i>APO09</i>	<i>Manage Service Agreements</i>	<i>x</i>			
<i>APO10</i>	<i>Manage Suppliers</i>	<i>x</i>			
<i>APO11</i>	<i>Manage Quality</i>	<i>x</i>			
<i>APO12</i>	<i>Manage Risk</i>	<i>x</i>			
<i>APO13</i>	<i>Manage Security</i>	<i>x</i>			
<i>Build, Acquire and Implement</i>		<i>x</i>	<i>x</i>	<i>x</i>	<i>5</i>
<i>BAI01</i>	<i>Manage Programmes and Projects</i>	<i>x</i>			
<i>BAI02</i>	<i>Manage Requirements Definition</i>	<i>x</i>			
<i>BAI03</i>	<i>Manage Solutions Identification and Build</i>	<i>x</i>			
<i>BAI04</i>	<i>Manage Availability and Capacity</i>	<i>x</i>			
<i>BAI05</i>	<i>Manage Organisational Change Enablement</i>	<i>x</i>			
<i>BAI06</i>	<i>Manage Changes</i>	<i>x</i>			
<i>BAI07</i>	<i>Manage Change Acceptance and Transitioning</i>	<i>x</i>			
<i>BAI08</i>	<i>Manage Knowledge</i>	<i>x</i>			
<i>BAI09</i>	<i>Manage Assets</i>	<i>x</i>			
<i>BAI10</i>	<i>Manage Configuration</i>	<i>x</i>			
<i>Deliver, Service and Support</i>		<i>x</i>	<i>x</i>	<i>x</i>	<i>5</i>
<i>DSS01</i>	<i>Manage Operations</i>	<i>x</i>			
<i>DSS02</i>	<i>Manage Service Requests and Incidents</i>	<i>x</i>			
<i>DSS03</i>	<i>Manage Problems</i>	<i>x</i>			
<i>DSS04</i>	<i>Manage Continuity</i>	<i>x</i>			
<i>DSS05</i>	<i>Manage Security Services</i>	<i>x</i>			
<i>DSS06</i>	<i>Manage Business Process Controls</i>	<i>x</i>			
<i>Monitor, Evaluate and Assess</i>		<i>x</i>	<i>x</i>	<i>x</i>	<i>5</i>
<i>MEA01</i>	<i>Monitor, Evaluate and Assess Performance and Conformance</i>	<i>x</i>			
<i>MEA02</i>	<i>Monitor, Evaluate and Assess the System of Internal Control</i>	<i>x</i>			
<i>MEA03</i>	<i>Monitor, Evaluate and Assess Compliance with External Requirements</i>	<i>x</i>			

Keterangan: x adalah angka 0 sampai dengan 5

6. Hasil level kapabilitas dan analisis gap akan ditampilkan berbentuk Spider Chart per domain COBIT 5 seperti pada Gambar 3.2, dan diserahkan kepada DPMPTSP Kota Salatiga. DPMPTSP Kota Salatiga dapat memberikan masukan kepada pemerintah pusat untuk meningkatkan level kapabilitas yang dimiliki saat ini serta memberikan masukan tentang pengembangan aplikasi OSS agar sesuai dengan kebutuhan sistem informasi di DPMPTSP Kota Salatiga.



Gambar 3.2 *Spider Chart* Per Domain COBIT 5.0

3.5 Teknik Penyajian Data

Teknik Penyajian Data merupakan salah satu kegiatan dalam pembuatan laporan hasil penelitian yang telah dilakukan agar dapat dipahami dan dianalisis sesuai dengan tujuan yang diinginkan.

Penelitian OSS 1.1 dengan menggunakan COBIT 5 ini, akan ditunjukkan level domain hasil audit yang terdapat dalam *framework* COBIT 5 dan akan disampaikan rekomendasi untuk mencapai target domain yang diinginkan oleh *Stakeholder*. *Framework* COBIT akan disajikan level kapabilitas tata kelola OSS pada tingkatan tertentu dan akan disajikan dalam bentuk diagram dan laporan hasil pengolahan *framework* COBIT 5.