DESIGN OF CORPORATE GOVERNANCE ASSURANCE AVAILABILITY OF INFORMATION TECHNOLOGY SERVICES IN REGIONAL GENERAL HOSPITAL (RSUD) SIDOARJO

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ABSTRACT

State Regional General Hospital (Hospital) of Sidoarjo Regency as one of the Public Service Board, has implemented Information Technology (IT) on some of the existing business process. The observation shows that IT is not able to optimally support the hospital’s business objectives. This research evaluates the hospital’s IT Governance (IT Governance) using the COBIT (Control Objectives For Information And Related Technology).

At an early stage, the research identifies issues defining the control objectives to select the focus of discussion. Four IT process has been retrieved as the focus of discussion, they are DS3 (manage performance and capacity), DS4 (Ensure continuous service), DS8 (manage service desk and incidents), and DS13 (Manage operations). The next stage is to measure the level of maturity that were taken from each attribute. For the condition of As Is, on the DS3, DS4 and DS8, is located at level 1 (initial / ad hoc), while the DS13 condition, is at level 2 (recurrent but intuitive). For the condition of To Be, on the DS3 and DS4, is at level 3 (defined process), while for the DS8 and DS13, is at level 4 (managed and measurable).

The final stage is planning steps for a solution recommendation, which is defining corrective actions, defining indicators and target levels of performance, and designing models of governance that guarantees the availability of IT services as a guidance for the application in Sidoarjo’s State Regional General Hospital.

Keywords: COBIT, RSUD, Information Technology Governance

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