ABSTRACT

Excellent service in a public organization has become a liability. Organization need alignment between Business Goals and IT Goals to improve services. Business purpose is to improve the service and orientation towards the customer. IT goal is to guarantee that the services provided as required. As a case study in Baristand Industri Surabaya which is engaged in Engineering Services material testing and stuff.

Baristand Industri Surabaya to achieve service excellence set Key Performance Indicator (KPI) timely completion of testing (Inlier) by 95%. To support the achievement of KPI Inlier targets, then implemented Testing Information System. In 2010 the achievement Inlier of 90.6% of the total sample of 2208, so there's still 4.4% less than the target set. Implementation of IT will provide the maximum benefit when the alignment between business goals and IT goals through IT performance measurement.

COBIT 4.1 Framework as a reference for formulating the variables that affect the availability of Testing Information Systems IT performance using the maturity level measurement through the alignment of IT Goal and Business Goals. Variables that affect the performance of Information Systems are modeled and analyzed further testing with various scenarios for improving the performance of the timely completion of testing (inlier) using dynamical system approach.

Based on simulation with various scenarios (structure, parameters and combined) can be concluded that increasing the maturity level of up to 2.8 (industry average COBIT 4.1) on the availability of IT Testing Information System can improve inlier which is marked by the achievement of the KPI target of 95%. While the addition of HR does not significantly impact the availability of IT performance. The results of modeling, analysis and policy scenarios can be used as reference to assemble a policy for the management to further improve the performance of IT.

Keywords: Excellent service, KPI, Maturity level, COBIT, Dynamic System, IT Resources