

Uin Raden Fatah (SLiMS) Library Service Information System Audit Using ITIL V4 Service Management

ABSTRACT

An information systems audit is the process of collecting data and assessing evidence in determining whether an information system can efficiently achieve organizational goals. In this research, the framework used is Information System Infrastructure Library (ITIL) V4 with the practice used in the research is Service Management Practices. The Task Implementation Unit (UPT) of UIN Raden Fatah Palembang is one of the institutions in charge of serving students in literacy and literature. There are various information system services that have been digitized by UPT UIN Raden Fatah Palembang, one of which is the Senayan Library Management System (SLiMS). SLiMS is one of the information system services, one of which is searching for literacy materials and making it easier and faster to search. Service information system, one of the services that can be used is to manage the collections recorded in the library. The results of this study are in the form of findings in each practice as well as the results of the maturity level achieved in these practices. UPT Library has implemented IT service management through SLiMS Raden Fatah which reached maturity level 3 in availability management, capacity and performance management maturity level 1, incident management maturity level 1, IT asset management maturity level 3, service catalog management maturity level 3, configuration management service maturity level 1, service design maturity level 3. The findings and levels achieved will be considered by the organization in seeing how the state of services that have been running so far. the audit findings stated that the practice of availability management, IT asset management practice, catalog management practice, and service design practice had been achieved well, while for the practice of capacity and performance management, incident management, and service configuration management still needed overall improvement.

Keyword: UPT Library, SLiMS, ITIL V4, Service Management Practices, Maturity Levels.

Audit Sistem Informasi Pelayanan Perpustakaan UIN Raden Fatah (SLiMS) Menggunakan ITIL V4 Praktik Service Management

ABSTRAK

Audit sistem informasi adalah proses pengumpulan data serta penilaian bukti dalam menentukan apakah sistem informasi bisa mencapai tujuan organisasi secara efisiensi. Dalam penelitian ini *framework* yang digunakan adalah *Information System Infrastructure Library (ITIL) V4* dengan Praktik yang digunakan dalam penelitian adalah *Service Management Practices*. Unit Pelaksana Tugas (UPT) UIN Raden Fatah Palembang merupakan salah satu lembaga yang bertugas melayani mahasiswa dalam literasi dan pustaka. Ada beragam layanan sistem informasi yang telah terdigitalisasi oleh UPT UIN Raden Fatah Palembang, Salah satunya adalah *Senayan Library Management System (SLiMS)*. SLiMS merupakan salah satu layanan sistem informasi salah satu aktifitasnya pencarian bahan literasi serta mempermudah dan mempercepat pencarian. Sistem informasi layanan salah satu layanan yang dapat digunakan adalah mengelola koleksi yang terekam di perpustakaan. Hasil dari penelitian ini berupa temuan dalam tiap-tiap praktik serta hasil *maturity level* yang dicapai pada praktik-praktik tersebut. UPT Perpustakaan telah menerapkan pengelolaan layanan TI melalui SLiMS Raden Fatah yang mencapai level *maturity* 3 pada manajemen ketersediaan, kapasitas dan manajemen kinerja level *maturity* 1, manajemen insiden level *maturity* 1, manajemen aset TI level *maturity* 3, manajemen katalog layanan level *maturity* 3, manajemen konfigurasi layanan level *maturity* 1, desain layanan level *maturity* 3. Temuan dan level yang dicapai tersebut akan menjadi pertimbangan organisasi dalam melihat bagaimana keadaan layanan yang telah berjalan selama ini. temuan audit menyatakan bahwa pada praktik manajemen ketersediaan, praktik manajemen aset TI, praktik manajemen katalog, dan praktik desain layanan telah dicapai dengan baik, sedangkan untuk praktik kapasitas dan manajemen kinerja, manajemen insiden, dan manajemen konfigurasi layanan masih perlu perbaikan secara menyeluruh.

Kata Kunci: UPT Perpustakaan, SLiMS, ITIL V4, Praktik Service Management Practices, Maturity Level.