

IT GOVERNANCE AUDIT AT THE KAMPAR REGENCY LIBRARY AND ARCHIVES DEPARTMENT USING COBIT2019 AND ITIL 4

TUGAS AKHIR

Diajukan Sebagai Salah Satu Syarat
untuk Memperoleh Gelar Sarjana Komputer pada
Program Studi Sistem Informasi

Oleh:

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UIN SUSKA RIAU

FAKULTAS SAINS DAN TEKNOLOGI
UNIVERSITAS ISLAM NEGERI SULTAN SYARIF KASIM RIAU
PEKANBARU

2022

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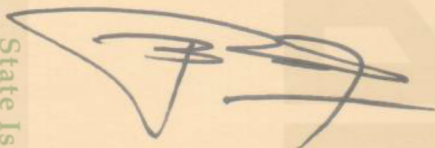
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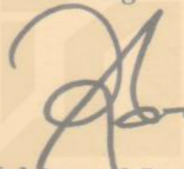
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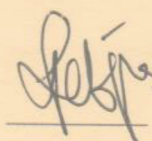
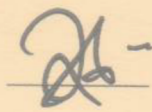
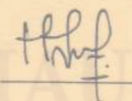
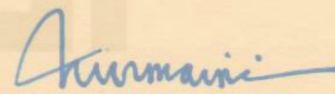
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LEMBAR PERSEMBAHAN



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Mufida Herfiani yang senantiasa bersama-sama membantu, memberikan masukan dan selalu mengingatkan saya agar segera menyelesaikan Tugas Akhir ini.

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Wassalamu'alaikum Warahmatullahi Wabarakatuh.

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Judul AUDIT TATA KELOLA TI DI DINAS PERPUSTAKAAN DAN
KEARSIPAN KABUPATEN KAMPAR MENGGUNAKAN COBIT 2019
DAN ITIL 4

Penulis 1. Bayu Putra
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IT GOVERNANCE AUDIT AT THE KAMPAR REGENCY LIBRARY AND ARCHIVES DEPARTMENT USING COBIT 2019 AND ITIL 4

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Abstract

Information Technology (IT) is a tool that plays an important role in helping improve the effectiveness and efficiency of a company's or organization's business processes. The Kampar Regency Library and Archives Service uses the Integrated Library System (INLIS) Lite to support operational, management, and decision-making functions in the library. However, the use of INLIS Lite has not been fully utilized properly, for this reason it is necessary to carry out an IT governance audit. The audit process aims to determine the extent of IT performance, human resources, and the level of IT maturity in the library. This study uses Control Objective for Information and Related Technology (COBIT) 2019 and Information Technology Infrastructure Library (ITIL) 4 to conduct audits. With the findings of the audit results obtained eight process domains, namely APO02 and APO012 domains are at level 1 (Performed) in the Largely Achieved category, APO09 and BAI08 domains are at level 2 (Managed) in the Largely Achieved category, domains APO013, BAI05 and MEA01 are in the Largely Achieved, and the APO07 domain is at level 4 (Predictable) and in the Fully Achieved category. In addition to the audit, an assessment of the capability level was also carried out using the Servqual Model and Importance Performance Analysis with the results of obtaining 2 criteria in quadrant A, 1 criterion in quadrant B, 2 criteria in quadrant C and 3 criteria in quadrant D. This study also provides recommendations for improvement using SWOT model approach refers to ITIL 4.

Keywords: Audit; COBIT 2019; ITIL 4; IT Governance; Servqual Model and Importance Performance Analysis

AUDIT TATA KELOLA TI DI DINAS PERPUSTAKAAN DAN KEARSIPAN KABUPATEN KAMPAR MENGGUNAKAN COBIT 2019 DAN ITIL 4

Abstrak

Teknologi Informasi (TI) merupakan alat yang memegang peranan penting dalam membantu meningkatkan efektifitas dan efisiensi proses bisnis suatu perusahaan atau organisasi. Dinas Perpustakaan dan Kearsipan Kabupaten Kampar menggunakan *Integrated Library System* (INLIS) Lite untuk mendukung fungsi operasional, pengelolaan, dan pengambilan keputusan di perpustakaan. Akan tetapi, penggunaan INLIS Lite belum sepenuhnya digunakan dengan baik, untuk itu diperlukannya melakukan audit tata kelola TI. Proses audit bertujuan untuk mengetahui sejauh mana kinerja TI, sumber daya manusia, dan tingkat kematangan TI di perpustakaan. Penelitian ini menggunakan *Control Objective for Information and Related Technology* (COBIT) 2019 dan *Information Technology Infrastructure Library* (ITIL) 4 untuk melakukan audit. Dengan temuan hasil audit didapatkan delapan domain proses yaitu domain APO02 dan APO012 berada pada tingkat 1 (*Performed*) dengan kategori *Largely Achieved*, domain APO09 dan BAI08 berada pada tingkat 2 (*Managed*) dengan kategori *Largely Achieved*, domain APO013, BAI05 dan MEA01 berada pada kategori *Largely Achieved*, dan domain APO07 berada pada level 4 (*Predictable*) dan dalam kategori *Fully Achieved*. Selain audit, juga dilakukan penilaian tingkat kapabilitas menggunakan *Servqual Model* dan *Importance Performance Analysis* dengan hasil mendapatkan 2 kriteria di kuadran A, 1 kriteria di kuadran B, 2 kriteria di kuadran C dan 3 kriteria di kuadran D. Penelitian ini juga memberikan rekomendasi perbaikan dengan menggunakan pendekatan model SWOT mengacu pada ITIL 4.

Kata kunci: Audit; COBIT 2019; ITIL 4; Tata Kelola TI; *Servqual Model* dan *Importance Performance Analysis*



1. INTRODUCTION

Information Technology (IT) is a tool that plays an essential role in managing information data because it can help improve the effectiveness and efficiency of a company's or organization's business processes [1][2]. The need for IT is related to the library's role as a force in preserving and disseminating scientific information [3]. Law Number 43 of 2007 Article 3 concerning libraries states that the library functions as a vehicle for education, research, information, and recreation to improve, educate, and empower the nation [4].

The National Library of Indonesia makes library application software called Integrated Library System (INLIS) Lite for uniformity between the center and the regions [5][6]. INLIS Lite results from the development of the previous system called Quadra Library System (QALIS). INLIS Lite was built as one-stop software for library managers to implement library automation and assist efforts to develop information and communication technology-based library management and services throughout Indonesia [7].

The Kampar Regency Library and Archives Service has used IT to support operations, management, and decision-making functions. This aims to improve the ability of information systems that can serve the needs of integrated library management. In achieving this, the Kampar Regency Library and Archives Service has been using the INLIS Lite V 3.1 information system since 2014 until now [8]. The use of a supporting information system in supporting services at the Library and Archives Service of Kampar Regency requires a standard framework that will be used as IT governance in managing a better support system servicing users [9]. Therefore, it is necessary to evaluate and assess the level of capability towards the application of IT in libraries [10]. The IT audit is carried out with the aim of knowing the extent of the level of IT performance, human resources, and to determine the maturity level of IT use in the library so that the use of IT in the library can play a maximum role and help optimize performance and achieve the company's vision and mission [11]. In conducting an IT audit, there are various standards that are commonly carried out including COSO, COBIT, ITIL, ISO 9001, ISO 27002, ISO 38500 and COSO ERM [12].

This study uses the COBIT 2019 and ITIL 4 frameworks [13]. COBIT 2019 is a framework used to evaluate IT governance and management [14]. COBIT 2019 plays a role in controlling and maximizing the value of information and technology with the aim of helping companies or organizations achieve risk optimization, realize profits, and achieve resource optimization [15]. COBIT 2019 consists of 5 main domains divided into a total of 40 business processes in IT governance [16]. These domains are Evaluate, Direct, and Monitor (EDM),

Align, Plan and Organize (APO), Build, Acquire and Implement (BAI), Deliver, Service and Support (DSS), and Monitor, Evaluate and Assess (MEA). ITIL 4 is a framework that contains practices regarding IT service management [17]. ITIL 4 is designed to ensure a flexible, coordinated, and integrated system for effective governance and management of IT services [18]. The main components of ITIL 4 are Service Value System (SVS) and Service Value Chain (SVC) [19].

Previous research was conducted by Nachrowi et al. (2020)[20]. Their assessment results are three processes at level 0; six processes at level 1, one process at level 2 and one process at level 3. Following improvements were analyzed using a SWOT matrix to reveal strengths, weaknesses, opportunities, and threats, which were further compiled based on recommendations (fixes) of COBIT 2019 and ITIL 4.

Fryonanda et al. (2019)[21] measure the maturity level of IPB's IT and the level of user satisfaction within IT services. They discovered that for maturity level of IT governance, two processes are at level 0, eight processes are at level 1, and three are at level 2. The level of user satisfaction with IT services is below the expected value. The results are analyzed using a SWOT matrix to see what the strengths, weaknesses, opportunities and threats are. Then a recommendation was made regarding ITIL V3 2011.

Indah et al. (2020)[22] measure service quality at PT. XYZ using COBIT 5 PAM and ITIL V3 2011. Capability assessment is carried out to determine the level of service so that the services of the Information System can run effectively in order to provide benefits for the company. The mapping results using COBIT 5 and ITIL V3 2011 using four processes, namely DSS01, DSS02, DSS03, and DSS06. The capability assessment results of the four processes are obtained on average at level 2 (managed process). The recommendations given for the four processes are to go up to level 3 (established process), i.e. the business goals that have been built must be implemented in a defined manner so that the goals of the process get the intended results. Based on the previous studies described above, auditing information technology governance of local libraries using COBIT 2019 and ITIL 4 is feasible and valuable.

2. RESEARCH METHOD

The research was conducted at the Department of Library and Archives of Kampar Regency which is located on JL. IN. Panjaitan No.17 Bangkinang Kota, 28212. On January 1, 2022 to May 31, 2022. The research subject is Integrated Library System (INLIS) Lite V.3.1 and the object of research is IT governance audit.



The stages of the research method carried out include determining the research model, observation and literature study, mapping, data collection, determining respondents and questionnaires, data processing, data analysis, preparing reports and research recommendations.

The research methodology can be seen in Image 1.

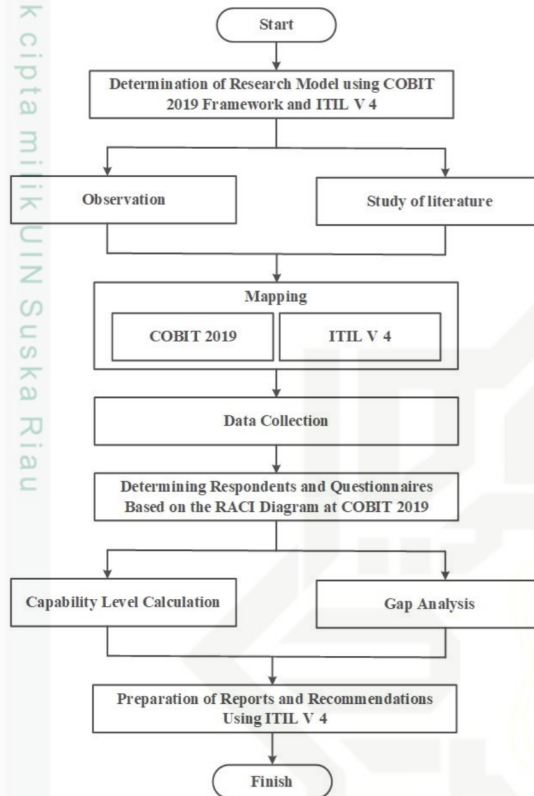


Image 1. Research Methodology

The following is an explanation of the research methodology carried out: (1) Determination of the research model using the COBIT 2019 & ITIL 4 framework, focusing on information technology infrastructure governance and process assessment based on that framework. (2) Observation and literature study, at the observation stage, the researcher made observations related to the agency's governance of information technology infrastructure. the literature study stage studied previous research and books related to the governance of information technology infrastructure and studied and selected the methods used. (3) Mapping of COBIT 2019 & ITIL 4, carried out to determine the concepts and domains that will be used based on problems that occur in the agency. (4) Data collection, this stage aims to obtain evidence of evaluation assessment on the process activities carried out. (5) Determining respondents and questionnaires based on the RACI diagram (Responsible, Accountable, Consulted, Informed) at COBIT 2019, this stage is used to find out the right respondents based on the domains that

have been mapped in the previous stage, respondents will be interviewed and fill out a questionnaire that will be submitted by auditors. The list of questions in each domain was compiled based on the COBIT 2019 and ITIL 4 frameworks. Then the respondents gave an assessment based on facts in the field or actual conditions. The following is the formula for calculating the average percentage of the questionnaire from each answer.

$$C = \frac{H}{JR} \times 100\% \quad (1)$$

Information:

C: Recapitulation of answers to the Capability Levels questionnaire in the form of percentages for each of the answers 0, 1, 2, 3, 4, or 5 in each activity. H: The number of answers to the Capability Levels questionnaire for each answer choice at levels 0, 1, 2, 3, 4, or 5 in each activity. JR: Number of Respondents/ Resource Persons.

The following is a formula for calculating the value and level of capability.

$$NK = ((LP \times Nk)0 + (LP \times Nk)1 + (LP \times Nk)2 + (LP \times Nk)3 + (LP \times Nk)4 + (LP \times Nk)5)/100 \quad (2)$$

Information:

NK: Maturity Value in IT processes. LP: Percentage Level (percentage level in each distribution of questionnaire answers (Capability Level) NK: Maturity value listed in the answer mapping table, weight, and maturity level.

(6) Calculation of capability level and gap analysis. At this stage, the researcher will perform data processing by analyzing the results of the questionnaire after obtaining all the data needed to measure the level of IT governance capability in the Library and Archives Service of Kampar Regency. The next stage is the data analysis stage so that all the data that has been obtained can be interpreted. Data analysis in this study consisted of 2 parts, namely capability level analysis, and gap analysis.

The following Rating Scale can be seen in Table 1.

Table 1. Rating Scale

Scale	Information	Achievement (%)
N	Not Achieved	0-15
P	Partially Achieved	15-50
L	Largely Achieved	50-85
F	Fully Achieved	85-100

The capability level assessment is divided into levels seen in Table 2.

Tabel 2. Capability Level

Level	Keterangan
0 <i>Incomplete</i>	The process has not been implemented or there is no effort to achieve the goal.
1 <i>Performed</i>	Processes are implemented on an ad-hoc basis to achieve process objectives.
2 <i>Managed</i>	The process has been implemented and managed in a planned and monitored manner.
3 <i>Established</i>	The process is implemented in a standardized manner and has been standardized.
4 <i>Predictable</i>	The process is implemented with certain limitations to be consistent in achieving the results that have been set.
5 <i>Optimizing</i>	The process is evaluated and improved continuously.

(7) Compilation of reports and recommendations using ITIL 4. At this stage, the researcher concludes the research results in the form of evaluation results and suggestions that can be given to improve IT governance based on the ITIL 4 framework.

3. RESULTS AND DISCUSSION

3.1 Mapping COBIT 2019 and ITIL 4

Mapping COBIT 2019 and ITIL 4 was carried out to obtain framework components, and an analysis of these components was carried out to get relevant details at the Kampar Regency Library and Archives Service. The following can be seen in table 3 mapping using COBIT 2019 and ITIL 4.

Table 3. Mapping COBIT 2019 and ITIL 4

COBIT 2019	ITIL 4	
APO02	APO02.01 Understand enterprise context and direction.	5.3.2 Infrastructure and platform
	APO02.06 Communicate the I&T strategy and direction.	5.2.6 IT asset management
APO07	APO07.01 Acquire and maintain adequate and appropriate staffing	5.1.14 Workforce and talent managemen
	APO07.03 Maintain the skills and competencies of personnel.	5.1.14 Workforce and talent managemen
	APO07.04 Assess and recognize/reward employee job performance	5.2.15 Service level management
	APO07.05 Plan and track the usage of IT and business human resources.	
APO09	APO09.01 Identify I&T services.	5.2.6 IT asset management
APO12	APO12.06 Respond to	5.1.10 Risk

	risk	management
APO13	APO13.01 Establish and maintain an information security management system (ISMS).	5.1.3 Information security management
BAI05	BAI05.02 Form an effective implementation team	5.2.3 Capacity and performance management
	BAI05.03 Communicate desired vision.	5.1.9 Relationship management
BAI08	BAI08.02 Organize and contextualize information into knowledge.	5.1.4 Knowledge management
MEA01	MEA01.02 Set performance and conformance targets.	5.1.2 Continual improvement
	MEA01.04 Analyze and report performance.	5.1.5 Measurement and reporting

From the table of mapping results above, the selection of processes is carried out to determine the process requirements needed following the problems in the Library and Archives Service of Kampar Regency. According to the scope of this research, the focus of the research is only on three service lifecycle processes, namely Service Design, Service Transition, and Service Operation. From the mapping results, it was found that there were eight processes in COBIT 2019 with 3 (three) domains, namely the Align, Plan and Organise (APO) domain, the Build, Acquire and Implement (BAI) domain, and the Monitor, Evaluate and Assess (MEA) domain.

3.2 Determining Respondents and Questionnaires Based on the RACI Diagram at COBIT 2019

Next, a list of suitability is compiled based on each domain using the COBIT 2019 framework. One of them is the determination of respondents. The following are the respondents in each of the selected fields, as shown in table 4.

Table 4. RACI chart respondents' identification results

RACI Chart on COBIT 2019	Organizational structure	Domain
<i>Chief Executive Officer</i>	Head of librarian and archives	BAI05, MEA01
<i>Chief Operating Officer</i>	Head of service and preservation of library materials	APO07, APO09, BAI05, MEA01
<i>Chief Information Officer</i>	Head of general and staffing subdivision	APO02, APO07, APO09, APO12, APO13, BAI05, BAI08, MEA01
<i>Chief Technology Officer</i>	Head of library development and	APO02, APO07,





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	construction	APO09, APO12, APO13, BAI05, BAI08
<i>Chief Digital Officer</i>	Head of Sub Division of Program Development	APO02, APO07, APO12, BAI05, BAI08
<i>Project Management Office</i>	General functional development	APO02, APO07, APO12, APO13, BAI05
<i>Head Human Resources</i>	Library manager	APO07, BAI05
<i>Head IT Administration</i>	Library administration	APO02, APO07, APO09, APO12, APO13, BAI08, MEA01
<i>Service Manage</i>	Library service section	APO02, APO07, APO09, APO12, APO13, BAI05, BAI08, MEA01
<i>Information Security Manager</i>	librarian	APO02, APO07, APO09, APO12, APO13, BAI05, BAI08

3.3 Capability Level Calculation and Gap Analysis

The following are the results of the current capability level (as is) and the expected conditions (to be) from the calculation of the questionnaire in each of the selected domains, as shown in table 5.

Table 5. Capability level assessment

Process	Process Capability Value		GAP	Satisfaction %	Quadrant
	As is	To be			
APO02	6.2	8.12	-1.92	78	A
APO07	6.53	8.2	-1.67	86.58	B
APO09	6.21	7.68	-1.47	80.45	C
APO12	6.08	8.15	-2.07	75.35	A
APO13	6.51	7.66	-1.15	83.05	D
BAI05	6.34	7.84	-1.5	83.76	D
BAI08	6.1	7.78	-1.68	81.75	C
MEA01	6.54	7.75	-1.21	84.58	D

Rata-rata	6.31	7.89
-----------	------	------

From the table above, the current average value (as is) is 6.31, while the expected average value (to be) is 7.89. The following is a picture of the representation of the APO (APO02, APO07, APO09, APO12, APO13), BAI (BAI05, BAI08), and MEA (MEA01) IT governance audits.

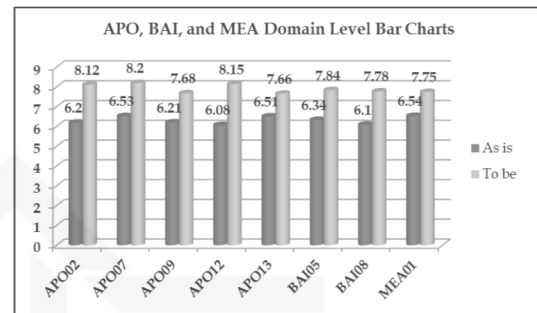


Image 2. APO, BAI, and MEA Domain Level Bar Charts

The results of the capability level assessment in table 5 are then tested using the Servqual Model and Importance Performance Analysis (IPA) methods. servqual model is used to compare the performance value and the expected value. The Servqual model gets the level of gap and the percentage of user satisfaction with IT services. Discounts are also divided into four groups based on IPA and quadrant analysis. The results of the IPA calculation will be mapped into a Cartesian diagram as shown below.

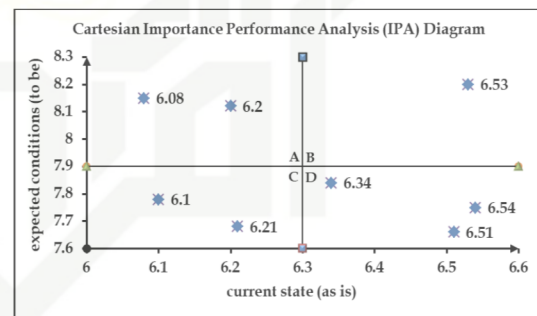


Image 3. Cartesian Importance Performance Analysis (IPA) diagram

The results of attribute A in this diagram reveal the priority variables for improvement. The results of attribute B on the chart show the variables that must be maintained. In terms of high quality, the level of importance or user satisfaction is also high. The results of attribute C in the diagram describe variables that are less prioritized because of their low quality, and diagram D displays variables that can be considered excessive because the quality is deemed to be high, although less expected.

After evaluating each activity in each process domain APO (APO02, APO07, APO09, APO12,



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APO13), BAI (BAI05, BAI08), and MEA (MEA01), the results of the capability level recapitulation are obtained as follows.

Table 6. Capability Level Recapitulation

Process	Capability Level		GAP	Satisf action %	Le vel	Tar get
	As is	To be				
APO02	6.2	8.12	-1.92	78	1	2
APO07	6.53	8.2	-1.67	86.58	4	5
APO09	6.21	7.68	-1.47	80.45	2	3
APO12	6.08	8.15	-2.07	75.35	1	2
APO13	6.51	7.66	-1.15	83.05	3	4
BAI05	6.34	7.84	-1.5	83.76	3	4
BAI08	6.1	7.78	-1.68	81.75	2	3
MEA01	6.54	7.75	-1.21	84.58	3	4
Average	6.31	7.89	-1.58	81.69		

From the table data above, it can be seen that the results of the APO02 (Managed Strategy) and APO012 (Managed Risk) capability levels are at level 1 (Performed). The APO02 and APO012 document validation results are included in the Largely Achieved category, meaning that in this category, there is evidence of a systematic approach. And significant achievements over the process, although there may still be little weaknesses.

The results of the maturity level APO09 (Managed Service Agreement) and BAI08 (Managed Knowledge) are at level 2 (Managed). The validation results of the APO09 and BAI08 documents are included in the Largely Achieved category, meaning that in this category, there is evidence of a systematic approach and significant achievements in the process. This, although there may still be little weaknesses.

The results of maturity level APO013 (Managed Security), BAI05 (Managed Organizational Change), and MEA01 (Managed Performance and Conformance Monitoring) are at level 3 (Established). The results of document validation APO013, BAI05, and MEA01 are included in the Largely Achieved category, meaning in this category, there is evidence of a systematic approach and significant gains from the process. However, there may be a few weaknesses. The results of the APO07 maturity level (Managed Human Resources) are at level 4 (Predictable), and

the results of the validation of the APO07 document are included in the Fully Achieved category, meaning that in this category, there is evidence of a systematic and complete approach and full achievement of the attributes of the process. There are no weaknesses related to the characteristics of the process.

The following is a spider chart diagram from table 6 recapitulation of capability levels.

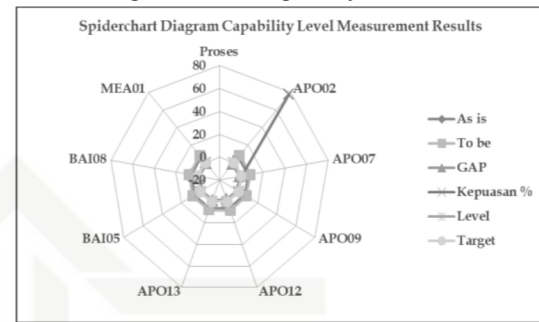


Image 4. Spiderchart Diagram Capability Level Measurement Results

3.4 Preparation of Reports and Recommendations Using ITIL V 4

Recommendations for improving the audit of information technology governance at the Library and Archives Service of Kampar Regency are carried out based on ITIL 4. Before making recommendations for improvement, a SWOT analysis is first carried out (Strengths, Weaknesses, Opportunities, Threats). SWOT analysis separates the strengths, weaknesses, opportunities, and threats to IT services. In general, it is obtained as follows:

Strengths: (1) User trust in IT services. (2) Several SOPs (Standard Operating Procedures) related to IT services. (3) Efforts to maintain data and information security. Weaknesses: (1) Management of risks, changes, and problems is implicit. (2) Resources have not been fully met for each service. (3) Actions in resource optimization are still few. (4) Insufficient facilities. Opportunities: (1) Achievement of the vision and mission on time. (2) Increase the transparency of each activity. (3) Improving the effectiveness and efficiency of the budget, time, and operational activities. (4) Be consistent with the goals. Threats: (1) Threats to the physical, data, and information security of the organization. (2) Decrease in the quality of performance. (3) Increase in operational costs.

The results of the SWOT analysis obtained are then compiled with strategic recommendations concerning the ITIL 4 activity. Requests are accepted as follows: Strengths – Opportunities Strategy: (1) Planning, monitoring, and improving



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continuously as in the information system services that have been implemented. (2) Ensure that all staff understand the Standard Operating Procedures (SOP) and policies made. (3) Optimally utilize IT in every data and information exchange activity, such as IT services, to reduce operational costs. (4) Doing documentation on each activity and improvement on each process, such as recording each input, output, and constraint on each activity.

Strategy Opportunities – Weaknesses: (1) Analyze and document all possible problems and risks. (2) Make a change plan for changes in the short, medium, and long term. (3) Document all problems that have occurred, including problem solutions. (4) Manage problems seriously, such as creating a KMS (Knowledge Management System) or SPK (Decision Support System) for problem and risk management. (5) Adding supporting facilities for IT services used by many users.

Strategy Strengths – Threats: (1) Improving the security system internally and externally. (2) Carry out control and supervision of every operational activity. (3) Determine the priority that must be achieved first. (4) Implementing the use of shared infrastructure. (5) Provide information as needed.

Weaknesses – Threats Strategy: (1) Document every security-related activity and change. (2) Define each process and service. (3) Determine the scope, limits, and minimum achievement standards for each operational activity. (4) Evaluate and improve on any changes. (5) Resolve problems correctly and on time.

The recommendations for improvement are based on each process domain APO (APO02, APO07, APO09, APO12, APO13), BAI (BAI05, BAI08), and MEA (MEA01), which are measured as follows:

APO02—Managed Strategy, currently APO02 is at level 1 (Performed) in the Largely Achieved category. The expected value is at target two and has a gap level of -1.92. The following recommendations are given: (1) Identify the IT strategy. (2) Define and define the IT strategy profile. (3) Manage and implement IT strategic actions. (4) Evaluating and improving the IT strategy management. ITIL 4 recommends several activities: (1) Define the scope of the IT strategy. (2) Defining IT strategy challenges.

APO07—Managed Human Resources, currently APO07 is at level 4 (Predictable) in the Fully Achieved category. The expectation value is at target five and has a gap level of -1.67. The following are some of the recommendations given:

(1) Manage and improve the competence and capabilities of human resources. (2) Continuously monitoring the performance of human resources. (3) Evaluating and improving the performance quality of human resources. ITIL 4 recommends several activities: (1) Define minimum limits and controls on human resource performance. (2) Define human resource needs. (3) Establish KPI (Key Performance Indicator) for each human resource performance.

APO09—Managed Service Agreement, currently APO09 is at level 2 (Managed) with the Largely Achieved category. The expected value is at target three and has a gap level of -1.47. The following recommendations are given: (1) Manage the availability of IT services properly. (2) Improve services to the needs of the organization, including identification, specification, design, issuance, approval, and monitoring of IT services, service levels, and performance indicators. ITIL 4 recommends several activities: (1) Identify the service organization to make improvements. (2) Determine the measurement method for IT services and the impact on the improvements made. (3) Processing evaluation data for the improvement of IT performance services. (4) Analyzing data and information on IT services. (5) Implementing improvement results.

APO12—Managed Risk. Currently, APO12 is at level 1 (Performed) in the Largely Achieved category. The expected value is at target two and has a gap level of -2.07. The following are some of the recommendations given: (1) Identifying IT risks. (2) Determine and define the risk profile. (3) Manage and implement risk actions. (4) Evaluating and improving risk management. ITIL 4 recommends several activities: (1) Determine the scope of the risk. (2) Define risk challenges.

APO13—Manage Security. Currently, APO13 is at level 3 (Established) in the Largely Achieved category. The expected value is at target four and has a gap level of -1.15. The following recommendations are given: (1) Identify and define each security activity. (2) Evaluating and improving security activities. ITIL 4 recommends several activities: (1) Establishing an information security system. (2) Define security management activities, methods, and techniques. (3) Report any security activities.

BAI05—Managed Organizational Change currently, BAI05 is at level 3 (Established) in the Largely Achieved category. The expected value is at target four and has a gap level of -1.5. The following recommendations are given: (1) Make a



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plan for organizational empowerment change. (2) Evaluating the possibility of success in implementing sustainable organizational changes quickly and reducing risks. ITIL 4 recommends several activities: (1) Define standards for organizational empowerment change. (2) Define every risk that occurs in the organization.

BAI08—Managed Knowledge currently, BAI08 is at level 2 (Managed) with the Largely Achieved category. The expected value is at target three and has a gap level of -1.68. The following recommendations are: (1) Evaluate and improve organizational knowledge. (2) Controlling process activities and facilitating decision making. ITIL 4 recommends several activities: (1) Setting corporate knowledge standards. (2) Define the plan and improvement of the knowledge carried out. (3) Define the model and workflow of knowledge.

MEA01—Managed Performance and Conformance Monitoring. Currently, MEA01 is at level 3 (Established) in the Largely Achieved category. The expected value is at target four and has a gap level of -1.21. The following are some of the recommendations given: (1) Monitoring the performance appraisal in each operational activity. (2) Conduct monitoring and evaluation of supervision and performance audit. ITIL 4 recommends several actions: (1) Define the scope and targets for each service. (2) The resolution of internal and external service problems is carried out consistently. (3) Perform data collection, measurement, and performance analysis consistently.

4. CONCLUSION

Several conclusions can be drawn after conducting an information technology governance audit using the COBIT 2019 and ITIL 4 framework at the Kampar Regency Library and Archives Service. First, the results of the COBIT 2019 and ITIL 4 mapping found eight domain processes, namely APO (APO02, APO07, APO09, APO12, APO13), BAI (BAI05, BAI08), and MEA (MEA01).

The measurement of IT maturity level 2 processes (APO02 and APO012) are at level 1 (Performed) in the Largely Achieved category. Two approaches (APO09 and BAI08) are at level 2 (Managed) in the Largely Achieved category, three processes (APO013, BAI05, and MEA01) are at level 3 (Established) in the Largely Achieved category, one approach (APO07) is at level 4 (Predictable) with the Fully Achieved type.

The three results of the capability level assessment using the Servqual Model and Importance Performance Analysis (IPA) methods get two criteria in quadrant A, 1 criterion in quadrant

B, two measures in quadrant C, and three standards in quadrant D. Expected value can be achieved by implementing several improvement strategies. This study provides recommendations compiled using a SWOT model approach (Strengths, Weaknesses, Opportunities, Threats). The improvement strategy in SWOT refers to ITIL 4.

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LAMPIRAN A BUKTI KEGIATAN

BUKTI PENDAFTARAN

7/13/22, 10:50 PM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [Jutif] Submission Acknowledgement



Bayu Putra <11850311406@students.uin-suska.ac.id>

[Jutif] Submission Acknowledgement

1 pesan

JUTIF UNSOED <jutif.ft@unsoed.ac.id>

22 Juni 2022 12.04

Kepada: Bayu Putra <11850311406@students.uin-suska.ac.id>

Bayu Putra:

Thank you for submitting the manuscript, "AUDIT ON IT GOVERNANCE OF REGENCY LIBRARY AND ARCHIVES SERVICES" to Jurnal Teknik Informatika (Jutif). With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Submission URL: <http://jutif.if.unsoed.ac.id/index.php/jurnal/authorDashboard/submission/406>
Username: 11850311406

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If you want take fasttrack, please contact : 085640661444 for detail.

Thank you for considering this journal as a venue for your work.

JUTIF UNSOED

[Jurnal Teknik Informatika \(Jutif\)](#)

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BUKTI ACCEPTED

7/13/22, 10:56 PM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision



Bayu Putra <11850311406@students.uin-suska.ac.id>

[jutif] Editor Decision

2 pesan

Lasmedi Afuan <jutif.ft@unsoed.ac.id>

5 Juli 2022 15.44

Kepada: Bayu Putra <11850311406@students.uin-suska.ac.id>

Dear Dr/Mr/Ms. Bayu Putra,

We are glad to inform you that your submission with the title "AUDIT ON IT GOVERNANCE OF REGENCY LIBRARY AND ARCHIVES SERVICES" **HAS BEEN ACCEPTED** for publication in Jurnal Teknik Informatika (Jutif).

Regarding to the accepted paper, we will send a Letter of Acceptance (LoA) and will publish your paper after the authors paid the publication fee. The amount of publication fee is : **Rp 500.000,00 for normal** (will be published ordered by slot) or **Rp 750.000 for fasttrack** (will be published in the nearest available edition). For available slot and update, you can track in this page : <https://bit.ly/UpdateJutif>

Please transfer the publication fee to **Bank Muamalat account number 541-008-4813 (Lasmedi Afuan)**. After completing the payment, please confirm/send proof of transfer via Whatsapp/Telegram to 085640661444. For further information/questions, please contact 085640661444.

Thank you for the contribution you have made.

We encourage you to submit your other research results to Jurnal Teknik Informatika (Jutif) in the future.

Thank you for your contribution.

Lasmedi Afuan
Informatics, Universitas Jenderal Soedirman
lasmedi.afuan@unsoed.ac.id

Jurnal Teknik Informatika (Jutif)

BUKTI EDITOR DECISION

7/13/22, 11:02 PM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision



Bayu Putra <11850311406@students.uin-suska.ac.id>

[jutif] Editor Decision

2 pesan

Bangun Wijayanto <jutif.ft@unsoed.ac.id>

30 Juni 2022 15.12

Kepada: Bayu Putra <11850311406@students.uin-suska.ac.id>

Bayu Putra:

We have reached a decision regarding your submission to Jurnal Teknik Informatika (Jutif), "AUDIT ON IT GOVERNANCE OF REGENCY LIBRARY AND ARCHIVES SERVICES".

Our decision is: Revisions Required

In addition, several things to consider from the editor's side are as follows :

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4. **MINIMUM** references in JUTIF is 15 primary references (Journal/Conference) from 5 years latest. Please add reference if necessary. In JUTIF, Reference using IEEE format. Please adjust in your reference.
5. Please Correct the manuscript **according to the review** from the reviewer or editor. Comments from reviewers that need to be corrected for the manuscript has been moved at the bottom. Reviewers also give a file that need to be corrected. Please login into Online Journal Systems (OJS) Jurnal Teknik Informatika and download that file.
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Thank You.

Bangun Wijayanto
Informatics, Universitas Jenderal Soedirman
bangun.wijayanto@unsoed.ac.id

Reviewer A:
Recommendation: Revisions Required

Title
Belum mencantumkan metode audit yang digunakan

Abstract
Kalimat ketiga belum terhubung/nyambung dengan kalimat sebelum dan sesudahnya, dan seperti kalimat yang belum selesai.

Kalimat kelima: COBIT dan ITIL perlu disebutkan nama lengkap dahulu baru seterusnya bisa disebut sebagai singkatan.

Kalimat kelima: apakah domain APO02 dst maksudnya domain yang dicek atau domain yang perlu diperbaiki. Karena kalimatnya: ", berdasarkan audit didapatkan..."

Introduction

Pencantuman referensi mohon diperbaiki kembali, sumber yang dicantumkan memang dari sumber yang digunakan/diacu oleh artikel ini.

Method, Result, and Discussion

Kalimat berikut perlu diperbaiki: "While the quantitative method is scientific research in a systematic, planned, and structured way towards the parts and phenomena and their relationships clearly from the beginning to the end of the study based on the collection of information data in the form of numeric symbols or numbers."

Seharusnya merupakan 2 kalimat yang disatukan dengan kata while, tetapi baru ada 1 kalimat saja. Kalimat terlalu panjang, kata 'and' disebutkan 3kali.

"The method used in this study is a qualitative and quantitative methodology. Qualitative research collects data in a natural setting to interpret the phenomena that occur where the researcher is the key instrument. The type of qualitative methodology used in this research is interactive qualitative. The point is to collect data directly from the person concerned with the study conducted (research sample)". Untuk metode kuantitatifnya belum dijelaskan detail dan spesifik apa yang dilakukan, dengan cara bagaimana.

Halaman 3, perlu ada pengantar/judul yang menjelaskan paragraf setelah image 1, tidak langsung menuliskan numbering (1) Determination dst...

Conclusion

Sudah menyimpulkan hal-hal yang disajikan dan dibahas di bagian Hasil dan Pembahasan.

References

Sudah sesuai author guideline

Mohon tambahkan referensi artikel dair JUTIF

Overall Comment

Mohon diperiksa kembali secara keseluruhan pencantuman referensi karena beberapa [1, 2, 3, 4, 5, 6, 7, 8 dst] (semua?) artikel asli tidak mengandung kalimat/makna seperti yang disebutkan dalam artikel. Contoh referensi ke 3 disebutkan ketika mengutip definisi perpustakaan (halaman 1 kolom 2). Tetapi di artikel asli referensi [3] tidak ditemukan kalimat fungsi perpustakaan tersebut. Fungsi perpustakaan dapat ditemukan langsung dari UU nomor 43 tahun 2007 yaitu dalam kalimat aslinya: "Perpustakaan berfungsi sebagai wahana pendidikan, penelitian, pelestarian, informasi, dan rekreasi untuk meningkatkan kecerdasan dan keberdayaan bangsa.". Lebih baik mencari link yang mencantumkan UU tersebut dan dijadikan referensi nomor [3]. Mohon pencantumkan referensi memang sesuai dengan sumber yang diacu oleh kalimat pada artikel ini.

Reviewer B:

Recommendation: Revisions Required

Title

The title is good because it indicatively contains information about the object of research, methods and research objectives

Abstract

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Abstract is good because it contains a summary of the background, summary of methods, summary of results and summary of conclusions

Introduction

The introduction and background are good, because they present the problem or importance of the research and are strengthened by a sufficient number of references

Method, Result, and Discussion

The method, results and discussion are quite good because they present research data and in-depth discussion

Suggestions: - Questionnaire result data is presented before processing

- In the Reports and Recommendations section, the report results from each method and recommendations for each sub domain are presented and created in table

Conclusion

The conclusion is good because it concludes the things presented and discussed in the Results and Discussion section

References

The bibliography is good, because the number of citations is 15 or more with 80% coming from the journals of the last 5 years.

Please write in IEEE style.

Overall Comment

In general, the article is good, please revise the Results and Discussion section according to the suggestions

Reviewer C:

Recommendation: Revisions Required

Title

Judul sudah lengkap dan merepresentasikan Artikel

Abstract

Abstrak sudah memuat latar belakang masalah, tahapan riset, mencantumkan hasil dan kesimpulan.

Introduction

Pendahuluan sudah lengkap beserta referensi 5 tahun terakhir terbaru.

Method, Result, and Discussion

Pendahuluan sudah lengkap beserta referensi 5 tahun terakhir terbaru.

Conclusion

Kesimpulan sudah menjawab dengan tujuan penelitian.

References

Daftar Pustaka sudah update mohon untuk dapat mensitasi artikel yang di JUTIF yang sesuai dengan Topik saudara.

Overall Comment

Cek sekali lagi penulisan sesuai format Jutif

Jurnal Teknik Informatika (Jutif)

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LAMPIRAN B DOKUMENTASI


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 Email : dpmptsp@riau.go.id

REKOMENDASI
 Nomor : 503/DPMPSTP/NON IZIN-RISSET/45519
 TENTANG

**PELAKSANAAN KEGIATAN RISET/PRA RISET
 DAN PENGUMPULAN DATA UNTUK BAHAN SKRIPSI**



1.04.02.01

Kepala Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Provinsi Riau, setelah membaca Surat Permohonan Riset dari : **Dekan Fakultas Sains dan Teknologi UIN Suska Riau, Nomor : B. 10397/F.V/PP.00.9/11/2021 Tanggal 19 November 2021**, dengan ini memberikan rekomendasi kepada:


1. Nama	: BAYU PUTRA
2. NIM / KTP	: 11850311406
3. Program Studi	: SISTEM INFORMASI
4. Jenjang	: S1
5. Alamat	: KAMPAR
6. Judul Penelitian	: EVALUASI PENGUKURAN TATA KELOLA TI TERHADAP PENGELOLAAN INTEGRATED LIBRARY SYSTEM (INLIS) LITE MENGGUNAKAN FRAMEWORK COBIT 2019
7. Lokasi Penelitian	: DINAS PERPUSTAKAAN DAN ARSIP KABUPATEN KAMPAR

Dengan ketentuan sebagai berikut:

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Demikian rekomendasi ini dibuat untuk dipergunakan seperlunya.

Dibuat di : Pekanbaru
 Pada Tanggal : 29 November 2021



Ditandatangani Secara Elektronik Melalui :
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4. Yang Bersangkutan

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Nomor : 070/BKBP/2021/771

Tentang

**PELAKSANAAN KEGIATAN RISET/PRA RISET
DAN PENGUMPULAN DATA UNTUK BAHAN SKRIPSI**

Kepala Badan Kesatuan Bangsa dan Politik Kabupaten Kampar setelah membaca Surat Kepala Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Provinsi Riau Nomor : 503/DPMTSP/NON IZIN-RISET/45519 tanggal 29 November 2021, dengan ini memberi Rekomendasi /Izin Penelitian kepada:

1. Nama	: BAYU PUTRA
2. NIM / KTP	: 11850311406
3. Universitas	: UIN SUSKA RIAU
4. Program Studi	: SISTEM INFORMASI
5. Jenjang	: S1
6. Alamat	: PEKANBARU
7. Judul Penelitian	: EVALUASI PENGUKURAN TATA KELOLA TI TERHADAP PENGELOLAAN INTEGRATED LIBRARY SYSTEM (INLIS) LITE MENGGUNAKAN FRAMEWORK COBIT 2019 DINAS PERPUSTAKAAN DAN ARSIP KABUPATEN KAMPAR
8. Lokasi	:

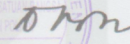
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Dikeluarkan di Bangkinang
pada tanggal 02 Desember 2021

an. **KEPALA BADAN KESBANGPOL KAB. KAMPAR**
Kabid. Ideologi, Wawasan Kebangsaan,
Dan karakter bangsa,


ONNITA, SE
Penata Tk. I
NIP. 19661009 198803 2 003

Rekomendasi ini disampaikan Kepada Yth;

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Gambar B.1. Dokumentasi Kantor Dinas Perpustakaan dan Kearsipan Kabupaten Kampar



Gambar B.2. Dokumentasi Kepala Bagian Pelayanan dan Informasi



Gambar B.3. Dokumentasi Wawancara Admin INLIS Lite



Gambar B.4. Dokumentasi Penyebaran Kuesioner

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DAFTAR RIWAYAT HIDUP



Penulis bernama Bayu Putra lahir di Alampanjang 13 Desember 1999. Anak pertama dari empat bersaudara pasangan Bapak Amri dan Ibu Dariya Wati, beralamatkan di Desa Alampanjang, Kec. Rumbio Jaya, Kab. Kampar, Prov Riau. Kontak Penulis, Nomor Hp: +6282284060605 dan alamat email: 11850311406@students.uin-suska.ac.id.

Penulis menyelesaikan pendidikan dasar di Sekolah Dasar Muhammadiyah 002 Langgam pada tahun 2012, kemudian menyelesaikan Sekolah Menengah Pertama di SMPN 002 Rumbio Jaya pada tahun 2015, kemudian penulis menyelesaikan Sekolah Menengah Atas di MA Alampanjang pada tahun 2018, dan penulis melanjutkan pendidikan ke perguruan tinggi S1 pada tahun 2018 di Universitas Islam Sultan Syarif Kasim Riau Pekanbaru, Fakultas Sains dan Teknologi, Program Studi Sistem Informasi.

Dalam masa perkuliahan penulis pernah mengikuti organisasi HIMASI (Himpunan Mahasiswa Sistem Informasi), Koperasi Mahasiswa (KOPMA), Forum Ukhuwa Assalam (Fu-Assalam), *Robotic Techno Faste, Free Open Sources Developer* (FOSSDEV). Penulis menyelesaikan Kerja Praktek pada tahun 2020 di Kantor Camat Rumbio Jaya. Pada tahun 2021 penulis juga telah menyelesaikan Kuliah Kerja Nyata (KKN) di Desa Tambusai Kecamatan Rumbio Jaya. Dan tahun 2022 Penulis telah menyelesaikan studinya di Dinas Perpustakaan dan Kearsipan Kabupaten Kampar dengan Tugas Akhir berjudul: *"IT Governance Audit at the Kampar Regency Library and Archives Department Using COBIT 2019 and ITIL 4"*.