

## DAFTAR TABEL

Tabel 2.1 Proses-proses dalam Domain DSS Sumber : ISACA, 2012. COBIT® 5, Enabling Process.....	55
Tabel 3.1 Responden pengguna ARD.....	74
Tabel 3.2 Bobot Nilai Skala Linkert.....	75
Tabel 3.3 Klasifikasi TCR.....	75
Tabel 3.4 Tabel operasional penelitian.....	76
Tabel 4.1 Hasil perhitungan data kuisioner kategori DSS01 ( <i>Manage Operation</i> ) .....	79
Tabel 4.2 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Objective</i> data DSS01 ( <i>Manage Operation</i> ).....	80
Tabel 4.3 Hasil perhitungan data kuisioner kategori DSS02 ( <i>manage services requests and incidents</i> ).....	82
Tabel 4.4 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Objective</i> data DSS02 ( <i>manage services requests and incidents</i> ).....	83
Tabel 4.5 Hasil perhitungan data kuisioner kategori DSS03 ( <i>Manage Prblems</i> )..	85
Tabel 4.6 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Objective</i> data DSS03 ( <i>manage Problem</i> ).....	86
Tabel 4.7 Hasil perhitungan data kuisioner kategori DSS04 ( <i>manage continuity</i> ) .....	88

Tabel 4.8 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Ojective</i> data DSS04 ( <i>manage continuity</i> ).....	89
Tabel 4.9 Hasil perhitungan data kuisioner kategori DSS05 ( <i>manage security services</i> ).....	91
Tabel 4.10 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Ojective</i> data DSS05 ( <i>manage security Service</i> ).....	92
Tabel 4.11 Hasil Scanning Acunetix.....	94
Tabel 4.12 Perhitungan Data Kuesioner Keseluruhan.....	99
Tabel 4.13 Hasil Pengukuran <i>Capability Level</i> pada <i>Control Ojective</i> data DSS keseluruhan.....	100
Tabel 4.14 Rekomendasi Pelayanan TI.....	102