

INTISARI

Puskesmas memiliki peran penting dalam pelayanan kesehatan masyarakat dan memanfaatkan teknologi informasi (TI) untuk mendukung operasionalnya. Puskesmas Purwokerto Utara II menggunakan Sistem Informasi Manajemen Puskesmas (SIMPUS) dari 2021 guna meningkatkan efisiensi pelayanan. Namun, masih terdapat beberapa kendala seperti proses yang seharusnya dapat diotomatisasi melalui SIMPUS, sistem yang mengalami downtime sekitar seminggu sekali, serta beberapa fitur yang belum tersedia untuk mendukung operasional secara optimal. Karena tingginya jumlah pengaduan yang masuk ke Kominfo, pengelola layanan TI di Puskesmas menghadapi kendala penumpukan, sehingga proses penyelesaian menjadi lambat. Selain itu, terbatasnya jumlah staf pengelola TI di Puskesmas mengurangi kapasitas dalam menangani permasalahan dan meningkatkan kualitas layanan TI secara efektif. Oleh karena itu, diperlukan evaluasi untuk menilai tingkat kematangan layanan TI (SIMPUS) dan memberikan rekomendasi perbaikan yang relevan. Penelitian ini menggunakan framework Information Technology Infrastructure Library V3 dengan domain Service Operation. Metodologi yang digunakan dalam pengukuran tingkat kematangan layanan TI (SIMPUS) meliputi pemberian kuesioner terkait domain Service Operation kepada tiga responden, yaitu staf pengelola layanan, dengan penilaian pernyataan berdasarkan skala likert. Hasil pengukuran tingkat kematangan (maturity level) menunjukkan bahwa Event Management berada pada level 3 (Defined), Incident Management pada level 3 (Defined), Request Fulfillment pada level 3 (Defined), Problem Management pada level 4 (Managed), dan Access Management pada level 4 (Managed). Rekomendasi perbaikan yang diajukan yaitu Event Management dengan formulir pemantauan evaluasi layanan TI, Incident Management dengan log kronologis pencatatan insiden, Request Fulfillment dengan struktur organisasi untuk penambahan staf, Problem Management dengan roadmap peningkatan laporan penyelesaian masalah dan pencegahan, serta Access Management dengan tabel perbandingan keamanan.

Kata kunci: Evaluasi, IT Infrastructure Library, Service Operation, Maturity Level, Puskesmas.

ABSTRACT

Community Health Centers play a vital role in providing healthcare services to the public and leverage information technology (IT) to support their operations. Puskesmas Purwokerto Utara II utilizes the Puskesmas Management Information System (SIMPUS) from 2021 to enhance service efficiency. However, several challenges remain, such as manual processes that should be automated through SIMPUS, system downtime occurring approximately once a week, and the absence of certain features essential for optimal operational support. Due to the high volume of complaints submitted to Kominfo, the IT service managers at the Puskesmas face delays as the complaints accumulate, resulting in slower resolution processes. Additionally, the limited number of IT staff at the Puskesmas reduces the capacity to address issues and improve the quality of IT services effectively. Therefore, an evaluation is necessary to assess the maturity level of IT services (SIMPUS) and provide relevant improvement recommendations. This study employs the Information Technology Infrastructure Library V3 framework with the Service Operation domain. The methodology for measuring the maturity level of IT services (SIMPUS) involves distributing questionnaires related to the Service Operation domain to three respondents, namely service management staff, with responses evaluated using a Likert scale. The maturity level assessment results indicate that Event Management is at level 3 (Defined), Incident Management at level 3 (Defined), Request Fulfillment at level 3 (Defined), Problem Management at level 4 (Managed), and Access Management at level 4 (Managed). The proposed improvement recommendations include Event Management with a monitoring evaluation form for IT services, Incident Management with a chronological log of incident recording, Request Fulfillment with an organizational structure for staff addition, Problem Management with a roadmap for enhancing issue resolution reports and prevention, and Access Management with a security comparison table.

Keywords: Evaluation, IT Infrastructure Library, Service Operation, Maturity Level, Community Health Center.