

INTISARI

PT Puskomedia Indonesia Kreatif merupakan perusahaan yang berfokus pada pengembangan situs web dan aplikasi mobile, dengan produk unggulan Panda Sistem Informasi Desa (SID). Dalam implementasinya, Panda SID mengalami berbagai gangguan pada tahun 2024, seperti server down, overload data, backlink judi online, dan kesalahan entri, yang disebabkan oleh bug sistem, human error, serta serangan siber. Permasalahan ini menunjukkan belum diterapkannya manajemen risiko secara sistematis. Penelitian ini menggunakan metode ISO 31000:2018 untuk menganalisis dan mengelola risiko yang ada, melalui tahapan komunikasi, penentuan konteks, penilaian risiko, perlakuan risiko, serta pemantauan dan evaluasi. Hasilnya, teridentifikasi 24 risiko yang diklasifikasikan menjadi empat risiko tinggi, sebelas sedang, dan sembilan rendah. Perlakuan risiko dilakukan melalui berbagai strategi seperti segmentasi data, load balancing, server cadangan, dan pelatihan rutin. Kesimpulan menunjukkan bahwa penerapan ISO 31000:2018 efektif dalam mengelola risiko pada sistem SIPANDA, dan diharapkan dapat meningkatkan keamanan serta keberlanjutan layanan publik digital di desa.

Kata kunci: Manajemen Risiko, Sistem Informasi Desa, ISO 31000:2018, Keamanan Informasi, PT. Puskomedia Indonesia Kreatif

ABSTRACT

PT Puskomedia Indonesia Kreatif is a company focused on developing websites and mobile applications, with its flagship product being the Panda Village Information System (SID). In its implementation, Panda SID experienced several disruptions in 2024, such as server downtime, data overload, online gambling backlinks, and data entry errors, caused by system bugs, human error, and cyberattacks. These issues indicate the absence of a systematic risk management approach. This study applies the ISO 31000:2018 method to analyze and manage risks through stages including communication, context establishment, risk assessment, risk treatment, and ongoing monitoring and review. The results identified 24 potential risks, classified into four high-level, eleven medium-level, and nine low-level risks. Risk treatments were proposed using various strategies such as data segmentation, load balancing, failover servers, and regular operator training. The study concludes that applying ISO 31000:2018 is effective in managing risks in the SIPANDA system and is expected to enhance the security and sustainability of digital public services in villages.

Keywords: Risk Management, Village Information System, ISO 31000:2018, Information Security, PT Puskomedia Indonesia Kreatif