ABSTRAK

Layanan e-Pengundangan DJPP merupakan sistem informasi kritikal yang mendukung proses pengundangan dan publikasi peraturan perundang-undangan nasional secara digital. Layanan ini pernah mengalami insiden keamanan berupa *defacement* berkonten perjudian, sementara kapabilitas penanganan insidennya belum ditopang oleh SLA, prosedur terdokumentasi, maupun pembagian peran yang formal. Penelitian ini bertujuan mengevaluasi implementasi *incident management* pada layanan e-Pengundangan berdasarkan kerangka kerja ITIL v4, mengidentifikasi kesenjangan, dan merumuskan rekomendasi perbaikan. Pendekatan studi kasus kualitatif diterapkan melalui wawancara terstruktur dengan pemangku kepentingan di DJPP yang kemudian dianalisis menggunakan analisis tematik dan analisis kesenjangan. Hasil evaluasi menunjukkan bahwa kondisi *incident management* di DJPP secara keseluruhan berada pada jenjang kematangan awal, dengan mayoritas proses bertahan di antara level 0 (*Absent*) dan level 1 (*Initial*) dari skala enam jenjang maturity level ITIL v4. Dari 18 aspek yang dievaluasi di keenam tahapan siklus hidup insiden, tidak satu pun mencapai level 3 (*Defined*) sebagai standar minimum, dengan gap terlebar terkonsentrasi pada tahap deteksi, registrasi, dan diagnosis. Kesenjangan yang ditemukan bersifat struktural dan menuntut intervensi yang menaikkan kematangan secara serentak dari hulu hingga hilir siklus penanganan insiden. Rekomendasi perbaikan dirumuskan pada empat dimensi, yakni *Organizations and People*, *Information and Technology*, *Partners and Suppliers*, serta *Value Streams and Processes*, dengan prioritas utama pada penetapan peran formal *incident coordinator*, penyusunan OLA antara DJPP dan Pusdatin, serta penyusunan SOP *incident management* yang memuat *flowchart* enam tahapan beserta *template* dokumen pendukung.

Kata Kunci: DJPP, e-Pengundangan, *Incident Management*, ITIL v4, *Service Level Agreement* (SLA), *Operational Level Agreement* (OLA)

ABSTRACT

The DJPP e-Pengundangan service is a critical information system supporting the digital enactment and publication of national legislation. The service has experienced a security incident involving gambling-content defacement, while its incident-handling capability lacks SLA support, documented procedures, and formally defined roles. This study evaluates the implementation of incident management in the e-Pengundangan service based on the ITIL v4 framework, identifies existing gaps, and formulates improvement recommendations. A qualitative case study approach was employed through structured interviews with DJPP stakeholders, analyzed using thematic analysis and gap analysis against ITIL v4 standards. Evaluation results indicate that incident management at DJPP overall resides at an early maturity stage, with the majority of processes remaining between level 0 (Absent) and level 1 (Initial) on the six-tier ITIL v4 maturity scale. Of the 18 aspects evaluated across the six incident lifecycle stages, none reached level 3 (Defined) as the minimum standard, with the widest gaps concentrated at the detection, registration, and diagnosis stages. The identified gaps are structural in nature and require simultaneous maturity improvements across the entire incident handling cycle. Improvement recommendations were formulated across four dimensions — Organizations and People, Information and Technology, Partners and Suppliers, and Value Streams and Processes — with primary priorities on establishing a formal incident coordinator role, negotiating infrastructure monitoring access with Pusdatin, drafting an OLA between DJPP and Pusdatin, and developing an incident management SOP incorporating a six-stage flowchart with supporting document templates.

Keywords: *DJPP, e-Pengundangan, Incident Management, ITIL v4, Service Level Agreement (SLA), Operational Level Agreement (OLA)*