MODELLING OF IT SERVICE AVAILABILITY GOVERNANCE USING COBIT FRAMEWORK AT BPK-RI

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ABSTRACT

The implementation of Information Technology in an organisation requires not only high financial resources, but also time and energy. The risk of being failed is considerably not small. But in addition, the application of Information Technology also provides opportunities for enhancing the productivity of an organization that has been running.

Audit Board of The Republic of Indonesia (BPK-RI) is a state institution that is in charge of examining the state financial management and responsibility. To be able to achieve its vision and mission, IT contributed to the strategic role that is defined in the IT Strategic Plan of BPK-RI. One of the critical business needs is to manage IT in a way that having sufficient capability and availability, so it can be a medium of communication for its stakeholders. This requires the guide which can be a reference for managing IT service availability.

From the research, it is known that most IT processes associated with the availability of IT services DS3 (Manage Performance and Capacity) and DS4 (Ensure Continuous Service) is at maturity level 2 (Repeatable but Intuitive). While management expects that most of the attributes of these processes is at a minimum maturity level 4 (Managed and Measurable).

To overcome these gaps, in this study developed recommendations aimed to increase maturity level as expected. Recommendations are also equipped with a outcomes measures and performance indicators and the policies draft that can be a guide in managing the availability of IT services based on the COBIT framework.

Kata Kunci: COBIT, service availability, IT governance