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ABSTRACT

Currently the role of IT in an organization has reached the level of front-office, while the IT functions that were once only act as End Data Processing, has now become a major force that supports business continuity and does not demand likely to be a major factor in new business growth. In fact the level of business dependence on the progress of the IT organization makes its own concern for the organization, because the problems occurred in the process of IT work will make the problems well in business organizations. This study discusses the governance of IT services to PT BGR Logistics as an internal control efforts to ensure that the level of IT services provided meets the standards.

In this study problems of availability of IT services will be assessed using the 3 Framework including ISO / IEC 20000 to support and provide regular services to meet the needs of business requirements, while others are used ie Framework ISO / IEC 27001 and COBIT which would then be mapped one other.

The results of this study will produce a list of documentation governance policies and standards related to the availability of IT services PT BGR Logistics can be a reference to the operational services division of IT and IT Master Plan of PT BGR.

Keyword : Availability of IT Services, framework, ISO/IEC 20000, COBIT, ISO/IEC 27001, IT Master Plan