ABSTRACT

Although information technology has become an inseparable part of business processes, but most still do not pay attention to its application governance. Many organizations, especially in Indonesia has been using information technology in its activities, has no application and usage rules are clear, thus causing no maximal performance of information technology, especially in large scale organizations. In fact, for its application, it takes years of effort so that the existing regulations can be done well and became the organization's culture. However, the application of information technology governance will make the maximum performance of information technology as a factor supporting and adding value to the company and minimize the investment costs incurred in the field of information technology organizations.

PT.X as one of the large organizations have been long enough to apply information technology in everyday business processes. One of the processes that need to have governance is the process of network management information and communication technology. During this time, the standard management of information technology and communications networks are still done manually and rely on the assessment of an individual without any clear rules. With the standard governance model of network management information and communication technology, network management is expected to process information and communication technology can run more leverage. To apply information technology governance, the first maturity level of data required application of information technology today and the expected. Distance and will be analyzed. After that the standard governance model of network management information and communication technology will be made in accordance with the stages that exist in COBIT.

There are several steps that will be made to conduct this research. First, it takes the data collection process. This process is done by collecting documents, filling questionnaires and interviews. Further data analysis process to be performed. From the analysis, governance model will be created. COBIT is used as a reference for the preparation stages so that no steps are missed.

Keywords: Standard network management, IT Governance, COBIT, and ITIL.