

PERFORMANCE ANALYSIS OF INFORMATION TECHNOLOGY USING COBIT FRAMEWORK AND METHOD OF PERFORMANCE PRISM FOR ICT CENTER DISTRICT PASURUAN

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ABSTRACT

National education system is still a lot of problems such as the low equity and access to education, the low quality, relevance and competitiveness of education, and weak governance, then by utilizing technology as a tool in the process of learning and education management tool, the use of ICT applied to the world's absolute education. In reality the current conditions, ICT changes the quality and functions of management ICT Center. Consequently lead to low utilization of ICT and less inequality network service Information Technology (IT) in education, especially in vocational environments. That requires the measurement of the performance of the organization to measure its performance by evaluating and providing IT performance improvement proposals to support the achievement of the strategic objectives of the organization.

Objects in this study is an ICT center Pasuruan. This study aims to formulate strategies for improving the governance of information technology applied to the ICT center Pasuruan. Performance measurement is done using a method that combined with the Performance Prism COBIT framework. The process of data management is done using the COBIT Framework. Data analysis was done by calculating the Rate Maturity (Maturity Level) of each process in the Domain Deliver and Support (DS).

The result showed that the maturity level of information technology governance framework based on COBIT 4.1 is 1 (Initial / Ad Hoc). This shows that the concept of IT governance are not formal , more management based on a case by case basis, depending on the initiative and experience of the IT management team. In general, the approach to the management of the process is not organized. Assessment of performance evaluation obtained done the preparation of recommendations aimed at improving the maturity as expected so it can be a guide in managing the availability of IT services based on the COBIT framework .

Keywords : *ICT Center, Performance Measurement, Performance Prism, stakeholders, framework, COBIT*