APPLICATION FOR MAKING INDEX OF READINESS ASSESSMENT OF SECURITY MANAGEMENT OF INFORMATION TECHNOLOGY SERVICES BASED ON ISO 27000, ITIL V3 AND COBIT 4.1 (CASE STUDY: BTSI ITS SURABAYA)

Name : Farroh Sakinah
NRP : 5210100060
Department : Sistem Informasi FTIf – ITS
Supervisor : Bambang Setiawan, S.Kom, M.T

Abstract

The use of Information Technology in supporting the well being of optimized service become necessary mean for any organization in this era. But, the insurance for a good service management cannot be optimized without the use of any standard. But, the use of a standard is not good enough when its range is not wide enough. Thus, there will be a need to join some standards so that they will be able to complete each others. Implementation of these standards can be monitored with a properness measurement tool. The creation of a measurement tool to score the properness of service security management implementation within this final project is started by finding control objective on service delivery and support in COBIT 4.1 with mapping service management needs according to ITIL v3. Then, these service management needs are measured with maturity model COBIT 4.1 standard and be complied with ISO 27000 framework to maximized Information Security Management.

Halaman ini sengaja dikosongkan.