ABSTRAK

PT.ACCON (Aplikasi Data Lintas Penumpang) adalah perusahaan jasa yang bekerjasama dengan PT. Angkasa Pura 1 untuk proses pemungutan *E-PSC (Electronic Passenger Service Charge)* dengan visi dan misi menjadi perusahan jasa sistem pelayanan dan pengamanan pendapatan yang tersebar di seluruh Indonesia dan misi perusahaan adalah membentuk *System Management Revenue Safeguarding* dan peningkatan pelayanan untuk usaha pelanggan khususnya pihak PT.Angkasa Pura 1. PT.ACCON perusahaan yang mengatur manajemen pemungutan *E-PSC* dan menjalankan sistem aplikasi *E-PSC* di lingkungan bandara berikut dengan pengembangannya memerlukan perhatian lebih pada implementasi *IT Governance* saat ini dengan mengoptimalkan alokasi *IT Resource* berserta penyelarasan proses bisnis dikarenakan pemasukan perusahaan bergantung pada *management fee* dari hasil pemungutan *E-PSC*. Oleh karena itu perlu dilakukan evaluasi terhadap implementasi *IT Governance*, berupa penilaian *capability level*, rekomendasi perbaikan dan evaluasi *IT Governance*. Pada penelitian tugas akhir ini *framework* yang digunakan adalah *COBIT 5*, karena berfokus pada tata kelola maupun manajemen dan memiliki kontrol untuk setiap proses TI. Berdasarkan hasil *mapping* strategi bisnis yang didapatkan dari rencana strategi PT.ACCON dipetakan ke dalam *Enterprise & IT Related Goal COBIT 5*, didapatkan 3 proses untuk dinilai yaitu *MEA01,MEA02,* dan *MEA03*. Hasil penilaian menunjukkan proses *MEA01, MEA02,* dan *MEA03* berada pada *level* 1 yaitu *performed* di mana proses TI sudah diimplementasikan dan mencapai tujuannya. *Opportunity for Improvement (OFI)* berdasarkan skala prioritas diharapkan dapat mencapai target optimalnya pada *level* 3 *capability level* yaitu *Established.*

Kata Kunci : *Teknologi Informasi, COBIT 5, MEA, PT.ACCON*

ABSTRACT

PT.ACCON (Aplikasi Data Lintas Penumpang) is a service company in cooperation with PT. Angkasa Pura 1 to process the collection of E-PSC (Electronic Passenger Service Charge) with company vision and mission to be of service and security system services revenue scattered throughout Indonesia and the mission of the company is to establish a Revenue Management System Safeguarding and improving services to business customers, especially the PT .Angkasa Pura 1. PT.ACCON company governing voting E-PSC management and run the application system E-PSC at the airport following the development environment requires more attention to the implementation of IT governance today by optimizing the IT resource allocation along the alignment of business processes due to the company's revenue depends on the management fee of E-PSC voting results, therefore, necessary to evaluate the implementation of IT Governance. Then the required level of capability assessment, recommendations for improvement and evaluation of IT Governance. In this research framework used is COBIT 5, because it focuses on the governance and management and has controls for each IT process. Based on the mapping results obtained from the business strategy plan PT.ACCON strategy mapped into Enterprise & IT Related Goal COBIT 5, obtained 3 process to assess that MEA01, MEA02, and MEA03. Assessment results show MEA01 process, MEA02, and MEA03 at the level of 1 is performed where IT has implemented processes and achieve their goals. Opportunity for Improvement (OFI) based on the priority scale is expected to achieve optimal targets at level 3 capability level that is Established.

Keywords*: Information Technology, COBIT 5, MEA, PT.ACCON*