

## **ABSTRACT**

*PT. Kereta Api Indonesia (Persero) is one of the State-Owned Enterprises (SOEs), which plays an important role for the progress of Indonesia's transport infrastructure. To realize an information technology environment that functions effectively and efficiently to business alignment, PT. KAI began to implement and develop a system of enterprise resource planning (ERP) application, namely SAP, for the company's internal business processes. ERP implementation at a company is not easy. Many failures occur in ERP implementations, one of which is user resistance to change. Many employees of companies that tend to react negatively to changes that occur with the implementation of ERP systems. User resistance is causing companies can not maximize the benefits of ERP implementation.*

*The use of a computerized system that can provide more profits for the company in data processing more precisely and accurately. However, there are still some companies that do not exercise control over the application of risk. Therefore, to improve the performance of the company's risk management, they need to use information technology. To support the achievement of performance of the company, PT. KAI requires acceptance assessment activity (acceptance assessment) and risk assessment (risk assessment) SAP implementation. Acceptance assessment conducted on employees who interact directly with SAP applications, while operational risk assessment is undertaken on the SAP application.*

*The results of the acceptance assessment based on the UTAUT model suggests that the level of acceptance of SAP implementation is at the level of 3.93 or 3 (ready), while the results of the risk assessment based on the ISO 27005 standard for the operation of SAP applications is at a low level. Assessment results will be used to formulate recommendations for improvement for the company.*

*Keyword: SAP, Acceptance assessment, Risk assessment, UTAUT, ISO 27005.*

