

ABSTRACT

ANALYSIS AND DESIGN OF IT PERFORMANCE MANAGEMENT PROCESSES USING THE COBIT FRAMEWORK 2019 AT PT INTI (PERSERO)

By:

AGUNG PRABOWO

1202160024

PT Industri Telekomunikasi Indonesia (Persero) or abbreviated as PT INTI (Persero) is a state-owned company engaged in telecommunications, electronics, informatics and electricity/energy. Currently PT INTI (Persero) uses COBIT 4.1 as a framework and makes it a reference in compliance management. To ensure the quality of internal control from the use of Information Technology or IT is well managed, the use of IT needs to be developed in a measurable and directed manner. In addition, there are still some shortcomings to measure the overall IT performance in the company PT. INTI (Persero). Given these problems, it is necessary to analyze and design the IT performance management process using the COBIT 2019 framework.

The purpose of this study was to determine and understand the conditions in the application of IT governance at PT. INTI (Persero) on performance management that is carried out. And to measure the extent to which the implementation of IT Governance is carried out by referring to MEA 01 in the COBIT 2019 Governance and Management Objectives.

This study discusses the process of risk management and IT project control with reference to COBIT 2019 Governance and Management Objectives. The focus in this research is the people, processes, and technology needed so that the process can be managed properly by the organization, and can assist in the implementation of the process supported by the use of software.

The research method used is a conceptual method by referring to the COBIT 2019 Implementation Guide.

In conducting research up to the IT Compliance implementation stage at PT INTI (Persero), the author uses a continual improvement task contained in the seven lifecycle phases of the COBIT 2019 Implementation Guide.

With the results of this study, it is hoped that it can help companies implement systems so that they can be more effective and efficient in achieving their goals and developing as expected.

Keywords: Risk management, COBIT 2019 Governance and Management Objectives, COBIT 2019 Implementation Guide, MEA01.