

ABSTRACT

Abstract— The ISO 29994:2021 standard is a document that discusses the requirements for establishing distance learning services not specified in ISO 29993. Telkom University opened the S1 PJJ Informatics study program which has not implemented the ISO 29994:2021 clause 4-9 standard in the implementation of its activities. So by analyzing the latest conditions, then the differences in the latest conditions are known so that recommendations can be submitted for adjustments to the ISO 29994: 2021 clause 4-9 standard along with the work steps that must be taken. The entire series of activities uses the COBIT 2019 Implementation method to compile from analysis to defining work steps. The results obtained are the requirements of the ISO 29994:2021 standard clause 4-9 which have not been met by the Telkom University Informatics DLSP so that an improvement proposal is given. The proposed improvement is determined to follow the requirements that have not been met so that it will be a complement and help Telkom University's DLSP Informatics achieve the ISO 29994:2021 clause 4-9 standard. Work steps to implement the proposal are also given in accordance with the level of priority and ease of implementing it. It is hoped that by being given recommendations for proposed improvements and their work steps, the object of research, namely the Telkom University Informatics DLSP, is ready for ISO 29994:2021 certification.

Keywords— Distance Learning, ISO 29994:2021, COBIT 2019 Implementation, Informatics, and Telkom University