

ABSTRACT

Fast developments in the field of information systems audit is currently be useful at this time. Many names of information system audit framework for evaluating information systems of an organization. For organizations that implement an audit framework that can complete with other organizations in the international market. Sisfo IT Telkom is an unit of IT Telkom which is producing software is qualified to support business processes in the IT Telkom. That requires an internal standard is called SPASI IT Telkom. That can be expected to control the quality of products produced. SPASI IT Telkom in this research is the process of requirement gathering and analysis that has been run by Sisfo IT Telkom but that has not performed an audit. Through this research will be compiled using in the auditing tool for continuous representation of process area CMMI such as Requirement Management (REQM) and Project Planning (PP). In addition to the audit, conducted in this research also evaluate the quality of academic registration services in i-Gracias (InteGRated Academic Information System) through the assesment of i-Gracias user satisfaction surveys. The results showed that Sisfo IT Telkom has achieved Capability Level 2 (CL2) for the process area Requirement Management (REQM) and Project Planning (PP) although there are still lacks in the fulfillment of Generic Goal (GG) 3. Then for i-Gracias user satisfaction research, respondents survey drawn from 93 samples prove that users of i-Gracias early even semester in 2012 was quite satisfied with the academic registration services in i-Gracias.

Keyword: CMMI, continuous representation, capability level, the survey.