

ABSTRACT (English)

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Maintenance Evaluation of Financial Accounting System Based on COBIT 4.1. and Dynamic System : Case Study in Balai Bahasa Provinsi Jawa Barat

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The performance of information system reflects the level of alignment between user's expectation and the existing system condition. Information system will have good performance if the system capability fullfil user's requirements. The problem that appears in the system performance in *Balai Bahasa Provinsi Jawa Barat* is the maintenance problem. The maintenance problem will affect to the overall system performance.

The evaluation of maintenance system in *Balai Bahasa Provinsi Jawa Barat* determined by key performance indicator and recommendation improvement. COBIT 4.1 framework as a reference to formulating variables that influence the maintenance system. The variables is modeled and analyzed by several scenarios using dynamic system.

The testing of several scenario can filled the target achievement of increasing maturity level. The variable that have an increase the maturity level and influence to the system performance are the persentage platform not in line, the number of components that are not supportable, the number of critical system, the disturbance, the incident, and the hours lost per user per month. The result of modelling, analysis, and policy scenario can be used as a reference for formulating management policies to reduce delays due to maintenance.

Key words: COBIT 4.1, Dynamic System, maintenance evaluation.