

ABSTRACT

Abstract– The ISO 29994:2021 standard is a document that contains specific requirements for Distance Learning Services (DLS) which are not listed in ISO 29993:2017. Universitas Telkom has implemented DLS in the PJJ Informatics Study Program with a Technical Implementation Unit (UPT) is Directorate of Pascasarjana and Advanced Learning (PSAL). However, not yet applying the ISO 29994:2021 standard clauses 10-14, by using a series of activities from the five phases of COBIT 2019 Implementation, an assessment of the current condition of the implementation of PJJ management can be carried out by looking at the requirements written in the ISO 29994:2021 document so that gaps will be obtained which exists. As a result, there are still requirements from ISO 29994:2021 clauses 10-14 that have not been fulfilled. Analysis and identification of potential improvements are carried out to form a solution. Then, recommendations for solutions complete with order of priority and work steps are given to address existing gaps and as a fulfilment of the requirements of ISO 29994:2021 clauses 10-14. It is hoped that this solution recommendation can continue to be developed and implemented in real terms and can be a reference for Universitas Telkom in carrying out ISO 29994:2021 certification.

Keywords: Distance Learning , ISO 29994:2021, Clauses, and Certification