

ABSTRACT

TeNOSS (Telkom National Operation Support System) is one of the object at PT. Telekomunikasi Indonesia Tbk which is involved as a monitoring for development in customer service. All the data of the customers managed in tenoss, such as address, phone number, and which Telkom product is being used by them. So in hence, at tenoss there are lots of data which need to be proceeded. The management of tenoss itself needs an audit to evaluate the quality and give the recommendation so that it can reach the goal of the organisation. This research used the framework of COBIT 5 in a particular domains, which is Deliver, Service and Support (DSS). According to the business strategy mapping, which related to Enterprise Goal and IT Related Goal of COBIT5, we got 3 process to be focus on, they are DSS02, DSS05, DSS06. The process shows that DSS05 in level 2 which is Managed where level 1 is noe being implemented in the managed model (planned, monitor, adjusted) with the product application itself being developped, controlled, and maintenanced. We wish we can reach its optimal target at level 4 for DSS02 and DSS06, and level 3 for DSS05.

Key word : Audit, TeNOSS, COBIT 5, DSS.