

ABSTRACT

PT. POS Indonesia is a state-owned enterprise (BUMN) that does its business in the field of postal, financial, logistic services and e-business with range of operations which reaches almost all over Indonesia. As a BUMN enterprise, PT.POS targets their maturity level based on the BUMN minister regulation PER-02/MBU/2013 about BUMN IT Governance. The target is that in 2018 the enterprise must achieve maturity level target of IT Process management at level 3. The research problem faced is the need for an evaluation by assessing governance and IT management to know the condition of the current IT and an understanding of the ability to achieve business goals, including business processes, IT architectures (infrastructures and applications), organizations and IT project plans. IPOS is one of application systems which support core business Processes that owned by PT. POS Indonesia namely business of letters and packages. This research focuses on the assessment about governance process capability and IT management at entire domain BAI of COBIT version 5 and takes case study of the development process existing of this application to assess how well the enterprise does the process of develop, manage, and implement the information technology in business processes at PT.POS Indonesia.

The research method employed in this study is the assessment framework which refers to COBIT (Control Objectives for Information and Related Technology) version 5. There is a Process Assessment Model (PAM) in this framework to determine the effectiveness and efficiency level at particular Processes by evaluating the maturity level and its capability. The assessment will be done toward the entire domain of BAI COBIT version 5 which are BAI01 until BAI10. Data collection methods employed in this research are by delivering questionnaires and interview protocols to people who are in charge of the Process available in domain BAI.

The result of IT implementation assessment based on COBIT version 5 at PT. POS Indonesia shows Capability Levels of IT process that there are 3 Processes domain IT BAI at the level 0 (Incomplete), and there are 7 processes domain IT BAI at the level 1 (Performed). In general, the maturity level of IT Process capability domain BAI based on COBIT version 5 is now at level 1 with a level of attainment is L (Largely Achieved) with a 57 % scale and the gap is 43%. The Improvement recommendations is set up to achieve the expected level capability target by BUMN minister in regulation PER-02/MBU/2013 that is at level 3.

Keywords : *Assessment Process capability of IT Governance and IT management, COBIT version 5, Domain BAI, IPOS*

