

Abstract

Management of Information Technology may be used to ensure the efficiency and the achievement of good quality services for any business focused company or institution. Information Technology (IT) should be regulated so that it may be put to good use. The act of managing IT is known as IT governance. IT governance if well run can help organizations to achieve effective business processes. IT governance itself requires an audit which aims to evaluate and ensure the requirements needed to meet the goal of effective business processes are being met, in terms of the objective approach of a standard. PT Integra Citra Solusi is one of the company's service providers, or ISP (Internet Service Protocol) which implements IT governance to improve the quality in management of information technology. But as the number of users continues to increase, this causes problems in the governance of information technology to arise, especially in infrastructure, services and operational support. PT. Integra Citra Solusi needs to evaluate and improve the infrastructure, services and operational support, in order to balance between the number of users. Until now PT Integra Citra Solusi has not been able to determine the extent of the benefits and impacts of the application of IT to the progression towards achievement of the objectives associated with the management of information systems, in terms of disadvantages, and what the solution offers. The auditing standards used are known as Control Objectives for Information and Related Technology (COBIT) 5, as it focuses on governance and management and has controls for each IT process. Domain COBIT 5 is selective Deliver, Service, and Support (DSS) that focuses on the assessment of the delivery of information technology services and support to the business processes that take place, including the management of the problem to allow business continuity processes to remain intact, as well as controlling the business processes. It also helps evaluate, and plan for long term future business processes.

Keywords: Audit, Information Technology, Governance, COBIT 5, DSS domain, PT Integra Citra Solusi