Abstract

With the advancement of technology today, making the need of information technology can't be avoided, especially for companies and organizations. It caused by most of the operations and data management in an enterprise is computerized so the presence of information technology is very important for a company for support its purpose and business processes. PT. Citra Integra Solutions (Nethost) is a company that provides ISP (Internet Service Provider) services, which have a total of 4046 customers. With the addition of customers on an ongoing basis, caused the problems that occur the management of Nethost information systems. To find the solution of the existing problems in order to improve the effectiveness and efficiency in the management and implementation of Nethost information technology, then performed the audit of information technology governance (IT Governance) by using COBIT 5 framework, which focuses on the BAI (Build, Acquire and Implement) Domain which contains 10 sub-domains. The audit process begins by designing the questions list in accordance of COBIT 5 standard, followed by collecting data through interviews, questionnaires and analysis of documents availability. The process is carried out to obtain the current level capability which is used to improve process capability levels on further development of Nethost information technology. The audit results show the lowest capability level is on the sub-domain BAI 09 - Manage Asset, so the end of the research process is to provide recommendations in the form of product applications, especially for asset management and worksheets for the entire sub-domains that can be considered to resolve the existing problems and improve the capability level of Nethost information technology governance.

Keywords: *audit, it governance, COBIT 5, BAI domain, capability level*