

ABSTRACT

Telkom Research and Development Centre is an organization unit that responsible to providing a research and development on internal organization Telkom. Data and IT Support is a division that responsible for manage an information technology at RDC. There is a problem that occurred at RDC, like a dissatisfaction in network services, needs a human resources who can response and handle that problem. Otherwise, needs some audit in information technology to knowing the fitness between user with vision, mission and company goals. The standardization that use for audit information technology is COBIT (Control Objective for Information Related Technology) use for create the IT Governance in company. The result that COBIT give is a Maturity Models scale value and recommendation from OFI (Opportunities For Improvement) to a company management use to improve management and development information technology that implementation for a organization purpose.

The implementation of audit is begin with translate vision, mission and organization goals into a business purpose that categorizing four dimension in balanced scorecard business. And after that, the business purpose into an information technology needs. Research done with 7 processed from 34 processed that measure based on interview and observation, so measurement a maturity model for a level process.

From a result in this research, the conclusion is a performance for utilization information technology in maturity models scale value at level 4 (managed and measurable). That's value showed if the procedure that manage the organization relation to resource, for example; human resource, application, technology and information. Plans, implementation, monitoring and also process evaluating. The use of technology complies with needs for supporting a research activity in organization. Commonly, OFI can recommended for a level process based on documentation/procedure, human resource, and also implementation that supporting for improve a management and development information technology. Priority recommendation from 7 processes that has been audited is DITS should have to know the symptoms that appear when low performance occur and they have to solve it with tight monitoring process, compliance of hardware and the use of application at that time. Besides that, organization has to increase service level guarantee beyond 96% depend on management decision. This recommendation need to be implement because of DITS as a unit of infrastructure technology maintenance have a responsibility to guarantee service availability that can be help with organization objective accomplishment.

Key Word: COBIT, Information Technology Audit, Maturity Models, OFI