

ABSTRACT

Information technology (IT) has become an important element in an organization and become an investment that could give more value and competitive advantage. IT needs to be managed in order to be able to put to good use. The activity to manage an IT called IT governance. IT governance which executed properly can help the organization in achieving its goals. IT governance itself requires audit aimed to evaluate and ensure its compliance through an objective approach of a standard. Telkom Institute of Management (IM Telkom) is one of the organizations that implements IT governance to help realize the goals and achieve objectives through the use of IT. The standard used for audit is COBIT 5 domain Deliver, Service, and Support (DSS) focusing on the assessment and delivery of information technology services and support, including management of the problem in order to maintain service continuity. COBIT 5 is a comprehensive framework and works through holistic approach so it suits IM Telkom which is enterprise-scaled organization and runs a complex IT governance. Audit stages are planning, testing, reporting, and follow-up. The planning stage, obtained 6 audit scopes, those are DSS01 - DSS06. The results of the audit showed that the capability level entirely is at level 2 (Managed Process) with target level 3 (Established Process). IT governance weakness in IM Telkom is the lack of formalization of rules and procedures for its IT governance. So as to achieve the target level, the recommendation is IM Telkom needs to establish written procedures, rules or policies and allocate appropriate resources to each of the IT governance activities.

Keywords : auditing IT governance, COBIT 5, domain DSS