

ABSTRACT

Telkom Institute of Management (IM Telkom) is one of the Higher Education that using Information Technology (IT) to execute academic service in their activity. To be a Higer Education that excels in Asia and implement the principles of good university governance, IM Telkom should be supported by the use of information technology. The survey results stated that the use of academic services at IM Telkom is not enough which means that the service must be improved, especially on align of IT goal with business strategy, IT planning, and organise of processes involved in the passage of IT. So, This requires an assessment of the implementation of IT governance in academic services using COBIT 5 to determine the capability level of APO's domain.

Assessment using the COBIT 5 which focuses on the management and governance aims to get the capability level and prioritized recommendations for improvement. Based on the result of mapping obtained APO process, the processes that needed to be assessed are APO01 APO, APO02, APO03, APO04, APO05, APO07, APO08, APO10, APO11, and APO12. Generally, the assessment consists of five steps, the steps are planning, data collection, data validation, process attribute rating, and reporting.

The result of assessment showed that 1 process at level 0- Incomplete is APO12, 7 process at level 1- Performed Processes are APO01, APO02, APO03, APO04, APO05, APO07, and APO08, and 2 processes at level 3- Established Process are APO10 dan APO11. Opportunity for Improvement (OFI) is prepared based on the priority scale to achieve the optimal target at capability level 3.

Key words: Assessment of Information Technology, COBIT 5, APO