

ABSTRACT

The impact of problems that arise in an organization from any risks that occur should not be ignored. With risk analysis and the design of mitigation actions, the threats that arise can be controlled and controlled. No exception that often happens in restaurants or cafes. The problem that is often encountered is the problem of guarantee information related to services. Because it affects the level of trust / TRUST customers for each service provided by the restaurant or cafe. After the information risk management has been carried out, it turns out that customer trust related to information assurance can be reduced again to 2 research problems that are related to definite information about service status information, and the second is related to information on how fast service customers will get. So it was designed a service system that can guarantee customer confidence in service information for each process. so the restaurant can finally reduce the risk that can occur to it. From the test results obtained that the system built has a good level of resilience (with an increase in CPU parameters of only 2.5% for each increase of 10 Users and RAM only 3MB for an increase of 10 users). Furthermore, looking at the results of the service testing scenario that the level of authentication accuracy of the system is 100%, this states that each authentication scheme for the services provided is valid. Next look at the level of accuracy of the results of demonstrations in the organization, how each mitigation actions can be guaranteed by SLA_1 and SLA_2. On the other hand, it is strengthened by the level of risk management that is valued at 1, which means that each threat can be handled by the proposed system. So that the system produced in this study proved to be able to guarantee the problem of customer trust related to service information.

Keywords : Information Assurance, Information Security, Risk Management, NFC, Restaurants