

ABSTRACT

COBIT 5 is one of the best practice frameworks for information technology governance and management that provides services to companies, organizations, and governments to manage and manage their IT assets or resources to achieve company goals. COBIT 5 has various models or references, one of which is the Governance and Management Objectives which comprehensively explain 34 core governance, the processes contained therein, and other related components.

The DKI Jakarta Office of Communication, Information and Statistics is one of the office agencies that has the task of administering government affairs in the field of communication and informatics, government affairs in the field of statistics and government affairs in the field of coding. As an agency that provides services to users, Diskominfo is required to provide the best quality of service in accordance with its mission. Providing future planning solutions and trusted protection with excellent service to stakeholders with all the conveniences through continuous innovation. However, in the field of Discominfo to assist in operational activities of work in each division there is no fixed guideline or policy to be used as a reference in carrying out work activities such as in the SIM (Management Information System) field there is no policy and standard operating procedure (SOP) to handle how to solve problems on the use of Databases, Integrations, and Applications. So from this problem, it is necessary to design a policy that refers to COBIT 5 at the DKI Jakarta Diskominfo in the field of SIM so that in carrying out the work there are good, effective and efficient guidelines as well. The results of this study are recommendations for designing standard operating procedure (SOP) policy documents which are expected to be taken into consideration to be applied to the SIM field.

Keywords: COBIT 5, Policy, Standard Operating Procedure (SOP), Manage Problem