

ABSTRACT

Currently the development of information technology (IT) is very fast and almost all organizations and agency are use IT as an integration between their businesses prossess. One of type from Information Technology (IT) is software. Therefore, the management of the software is very important for the organization. If software always has maintained can maximize the business processes carried out by the organization.

SOP is the first step for the organization to manage the optimal software according to needs. This research is focus on the activities of the Jakarta Diskominfo supporting software. The goals of this research are to produce a draft policy and SOP document for management of SIM. The method used in this study is a qualitative method, where researchers collect data through interviews with informants. Then, analyze the activity of DSS01 into work steps. The third stage is mapping the interview results on the work steps. The results of a mapping become the basis for making policy topics and SOPs. The next stage is the design of work products to help SOP activities.

The results of this study found that the activity on the Jakarta Diskominfo supporting software was not in accordance with the COBIT 5 standard. So the Jakarta Diskominfo support software activity ran according to the COBIT 5 standard, it resulted in 2 policies, 5 standard operational procedure processes and 3 work products.

The results of this research are the form of policies, SOPs and work products, through these results, researcher hoped can be used as a reference for the SIM Jakarta Diskominfo in managing software and become basic knowledge in managing software currently owned.

Keywords: Management, Software, SOP, COBIT 5, DSS01, Manage Operations