ABSTRACT

Infrastructure Information Technology has an important role in the course of an organization. Business processes in the organization are managed in digital form. Telkom University is a declaration of incorporation discourse 4 educational institutions comprising Telkom Institut Teknologi Telkom, Telkom Institute of Management, Polytechnic Telkom and STISI Telkom under the auspices of Telkom Education Foundation (YPT). Coverage utilization of information technology used in the University's Telkom must be very large, as it would have required a merger of the management of information technology from the four institutions that will join. Although the incorporation of a variety of fields, Telkom University has a goal of providing world-class education. To achieve these objectives required information technology governance. In this thesis discusses about the preparation and delivery mechanism for Network Infrastructure Technology Support Information on the process of transformation towards Telkom University with reference to COBIT 4.1. Use of COBIT Framework is focused on the deliver and support processes (Deliver and support) because this domain focuses on the process of information technology services that support on the part of the network infrastructure systems. In addition to the processes of Information Technology services in this regard in terms of the security system, the relationship between the services of related, ongoing data management to conduct training and education for users.

Broadly speaking, though composed of different institutions, different applications, all of these different networks can be combined into a centrally with good governance. In this thesis the authors conducted a study to produce a recommendation guide governance of information technology and network infrastructure on the network topology information technology infrastructure. COBIT 4.1 consists of 34 process. Of the 34 process is only using 13 processes that exist in the deliver and support. The author conducted interviews and questionnaires on the thirteenth of the process to determine the condition of the importance and current satisfaction levels. Based on the current state analysis to generate recommendations governance and infrastructure network topology is right for Telkom University.

Based on the analysis produced 4 pieces principal process is premised on making guides information technology governance. The process is DS1 - Define and Manage Service Levels, DS3 - Manage performance and capacity, DS4 - Ensure Sustainable Services, and DS12 - Manage the Physical Environment.

Keywords*: IT governance, COBIT 4.1, Telkom University, Deliver and support*