

ABSTRACT

Information technology (IT) has a very important role in an organization to support the business functions within the organization. If the utilization of IT has been running well and is able to integrate well, then IT is able to push for an increase in the organization's performance. To that end, IT management needs to be utilized properly. In its implementation, IT management also requires monitoring and evaluation that aims to monitor, evaluate and ensure compliance in terms of the objective of a standard approach. Office of Communications and Informatics Denpasar as the executive element governmental organization responsible for the development E-Government Denpasar Government, implementing IT to support the realization of the goals and achieve goals through better use of IT. IT Management in the Office of Communications and Informatics Denpasar require evaluation, assessing the level of capability and make recommendations to the IT management who do not meet standards. Evaluation standards used COBIT 5 is a domain Monitor, Evaluate and Assess (MEA) which focuses on monitoring, assessment and regulatory compliance of the entire IT system run by the Department of Communications and Informatics Denpasar well maintained. COBIT 5 is a framework that has the range of a broad spectrum of IT processes and more detailed so in accordance with the Communications and Information Agency of Denpasar that use complex IT in the development of E-Government. From the evaluation, it is known level of capability in the MEA area as a whole is at level 1 (Performed) with a target level to be achieved is level 2 (Managed Process). IT management weaknesses in the Department of Communications and Informatics Denpasar is the lack of formalization of rules and procedures of IT governance. So given the recommendation to reduce the gap between the current level of capability against targets to be achieved.

Keyword: management IT COBIT 5, capability level, domain MEA