ABSTRAC

Management of Information Technology can be used to ensure efficiency and achieving a good quality of service for the purpose of any business enterprise or institution. The case studies will be discussed in this thesis is the Directorate of Information Systems (SISFO) University of Telkom. Therefore, to improve the quality of management of the information technology, the need for information technology governance in the process will be undertaken in the Direktorat Sistem Informasi Universitas Telkom in order to generate recommendations for the development of information technology at the University of Telkom to increase the level of quality management capability.

In this thesis the method to be used is COBIT 5 is focused on the domain of APO (Align, Plan, and organisé) Manage Quality so as to provide a reference and recommendation to achieve the quality of information technology in the method to each of the activities undertaken within the that domain.

To measure the overall results have been obtained in the Direktorat Sistem Informasi Universitas Telkom at the level of 3 (establised process), which means the quality management process is planned, monitored, adjusted and defined process to achieve the results the process so as to give satisfaction to the stakeholders who use the service in Direktorat Sistem Informasi Universitas Telkom. Now we know the capability level of the results of this audit, then formulated recommendations to improve the quality of management in the Direktorat Sistem Informasi Universitas Telkom.

Keywords : Direktorat Sistem Informasi (SISFO) , COBIT 5 , APO11 (Align , Plan , and organise) Manage Quality , capability level