

ABSTRAK

Uti Tiasmi, Ni Luh Made (2020). Audit Sistem Informasi Layanan Perizinan *Online* Kabupaten Badung Menggunakan *Framework* COBIT 5 (Studi Kasus: DPMPTSP Kabupaten Badung).

Kata Kunci : Audit, sistem informasi, LAPERON, COBIT 5, PAM, *enterprise goals*, *IT-related goals*.

Audit sistem informasi Layanan Perizinan *Online* (LAPERON) Badung dengan *Control Objectives for Information and Related Technology* (COBIT) versi 5 bertujuan untuk mengetahui tingkat pencapaian sistem. Audit dilakukan untuk mengukur kinerja sumber daya Teknologi Informasi (TI) dalam mencapai visi dan misi organisasi. Fokus penelitian adalah keselarasan TI dengan strategi bisnis yang diperoleh dari pemetaan tujuan antara *enterprise goals* dengan *IT-related goals*. Hasil pemetaan menghasilkan 7 domain proses COBIT 5 sebagai acuan audit yaitu, EDM01 (*Ensure Governance Framework Setting and Maintenance*), APO01 (*Manage the IT Management Framework*), APO02 (*Manage Strategy*), APO03 (*Manage Enterprise Architecture*), APO07 (*Manage Human Resources*), APO08 (*Manage Relationships*), dan BAI02 (*Manage Requirements Definition*). Teknik pengumpulan data dengan cara observasi, wawancara, dan penyebaran kuesioner. Hasil *capability level* saat ini untuk domain proses EDM01 dan APO02 berada pada level 4 (*predictable process*). Pada domain proses APO01, APO03, APO07, APO08, dan BAI02 berada pada level 3 (*established process*). Tata kelola LAPERON yang diharapkan berada pada level 5 (*optimizing process*). Berdasarkan hal tersebut, terdapat kesenjangan antara *capability level* saat ini dengan yang diharapkan. Analisis kesenjangan (*gap*) dilakukan berdasarkan *Process Assessment Model* (PAM) COBIT 5. Hasil analisis kesenjangan digunakan sebagai acuan dalam menyusun rekomendasi perbaikan tata kelola LAPERON pada DPMPTSP Kabupaten Badung untuk mencapai *capability level* yang diharapkan.

ABSTRACT

Uti Tiasmi, Ni Luh Made (2020). *Badung Regency Online Licensing Service Information System Audit Using COBIT 5 Framework (Case Study: DPMPTSP Badung Regency).*

Keywords: *Audit, information system, LAPERON, COBIT 5, PAM, enterprise goals, IT-related goals.*

The Badung Online Licensing Service (LAPERON) information system audit with Version 5 of Control Objectives for Information and Related Technology (COBIT) aims to determine the level of system achievement. Audits are carried out to measure the performance of Information Technology (IT) resources in achieving the organization's vision and mission. The focus of the research is the alignment of IT with business strategies obtained from mapping goals between enterprise goals and IT-related goals. Mapping results resulted in 7 domains of the COBIT 5 process as an audit reference, namely, EDM01 (Ensure Governance Framework Setting and Maintenance), APO01 (Manage the IT Management Framework), APO02 (Manage Strategy), APO03 (Manage Enterprise Architecture), APO07 (Manage Human Resources), APO08 (Manage Relationships), and BAI02 (Manage Requirements Definition). Data collection techniques by means of observation, interviews, and distributing questionnaires. The results of the current capability levels for the EDM01 and APO02 process domains are at level 4 (predictable process). In the process domains APO1, APO03, APO07, APO08, and BAI02 are at level 3 (established process). The expected LAPERON governance is at level 5 (optimizing process). Based on this, there is a gap between current and expected capability levels. Gap analysis was carried out based on the COBIT 5 Process Assessment Model (PAM). The results of the gap analysis were used as a reference in preparing recommendations for improving LAPERON governance at DPMPTSP Badung Regency to achieve the expected capability level.