

ABSTRACT

MEASUREMENT OF THE LEVEL OF CAPABILITY IN THE XYZ INSTITUTION SIAKAD SERVICE USING THE COBIT 5 FRAMEWORK

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In the field of education, many have implemented and even have academic information systems to support business processes. This proves that the education sector has followed the development of information technology and utilized it to support operational activities in providing services. However, the level of capability in SIAKAD services needs to be measured. This is useful to help institutions ensure that the current system can support organizational goals and gain confidence in the performance of the services provided. In this study, measuring the level of capability in SIAKAD services at XYZ institutions using the COBIT 5 framework. The step taken in this study is to design a statement as a questionnaire that will be distributed to students as users of SIAKAD services. The questionnaire was designed after mapping the institution's mission until the appropriate domain was obtained. The selected domains in this study are APO08, APO11, APO12, DSS01, DSS02, and MEA01. Measurements made on the SIAKAD service of XYZ institutions found that the level of service capability that runs is still at level 1 or performed process. This shows that the institution has carried out the process and it is proven that the process is running, but the process is still not stable.

Keywords : COBIT 5, SIAKAD, Capability Level

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