

ABSTRACT

AUDIT OF USER MANAGEMENT ACCESS ACADEMIC INFORMATION SYSTEM OF XYZ INSTITUTION USING ITIL V3 FRAMEWORK

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The application of Information Technology (IT) is very important in everyday life, one of which is the Academic Information System (SIKAD). The development of technology towards the system cannot avoid a problem that is not well controlled. The problem contained in this research is that the login feature in SIKAD that connects to Google from the student's perspective is still ineffective because it can only access the module list and profile page. The purpose of this study is to determine the performance of information technology services on the Academic Information System (SIKAD) at XYZ Institution. This research uses descriptive quantitative methods with purposive sampling research instruments and calculation techniques using a Likert scale. The audit research of SIKAD Institution XYZ user access management in the ITIL V3 Service Operation domain obtained the results of the maturity level calculation, which was 3.766. The result of the gap obtained in the Service Operation domain is 0.234. From these results it can be interpreted that XYZ Institution can measure and monitor procedures for SIKAD user access so that it is easy to overcome if there is a deviation, the SIKAD user access process is running well and consistently.

Key Words: Audit, ITIL V3, Academic Information System, Maturity level.

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