ABSTRACT

Outpatient Information System Maturity Audit Using the COBIT 4.1 Framework (*Case Study*: Rumah Sakit Permata Pamulang)

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This research discusses the Information System Maturity Level Audit at Permata Pamulang Hospital Using the COBIT 4.1 Framework. The purpose of this research was to evaluate the extent to which the Permata Pamuang hospital information system has reached the current level of maturity with the expected level of maturity. The research methodology used in this research is descriptive qualitative with data collection methods through observation, interviews and distributing questionnaires. The data calculation technique in the research is in accordance with the calculation formula in the COBIT 4.1 framework.

In the research, the author wanted to measure the maturity level of the Okadoc application at Permata Pamulang Hospital using the IT process in COBIT 4.1. After conducting interviews with HRD, sub domains were obtained that were in accordance with the hospital's needs, namely sub domains AI4, AI5, and PO7. The maturity level results for the Okadoc Application are currently at level 3 (defined) with an average value of 0.91. The current maturity level still shows a figure of less than 3. Therefore, the author will provide recommendations for reducing the current GAP.

***Keywords*:** *Outpatient Information System Audit, Information System Maturity, COBIT 4.1 Framework, Outpatient, IT Governance in Health Services.*

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