

ABSTRACT

MATURITY LEVEL MEASUREMENT INFORMATION TECHNOLOGY IN NUSA SARANA CITRA BAKTI BY MEANS OF FRAMEWORK COBIT 4.1

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In the business world the use of information technology today has become an absolute necessity. The use of more advanced information technology are sometimes not supported by the monitoring and evaluation of system performance both from the company. PT.NSCB already apply information technology in business but who do not yet maximal application / still experiencing a failure in the system used has not been able to properly support existing business processes because it is not in accordance with company requirements and usage of the system, hence the need for assessment has been the extent to which level the maturity of information technology governance in the PT. NSCB using the facility (tools) that are commonly applied. This study uses a methodology framework developed COBIT 4.1 IT Governance Institute (ITGI) based in the United States for all domain COBIT 4.1 ". Data collection method used was a questionnaire. The data analysis technique used is the analysis of the level of maturity and gap analysis. Applications used to assist calculations in the study was SPSS 16.0. Results of the study showed that the average level of functional maturity in PT. NSCB good average that category scale 2 (Repeatable but intuitive).

Keywords: COBIT 4.1, critical success factors, key goal indicators, key performance indicators, maturity level, the gap analysis.