ABSTRACT

PT. GITS Indonesia is a company or agency engaged in the development of information technology, especially the development of mobile applications. PT. GITS Indonesia can help its clients to expand and increase the value of competition by leveraging information technology. However, so far there has never been an audit in terms of information technology governance, given the purpose of PT. GITS Indonesia engaged in the development of information technology. Therefore, there needs to be an audit of the governance of information technology contained in PT. GITS Indonesia, so PT. GITS Indonesia can be more developed and can fix its shortcomings. And the result of this research is a recommendation that is found in the issue of the use of information technology governance in PT. GITS Indonesia. In conducting this audit, the authors used the Balanced Scorecard framework to identify between the strategic objectives of the company and the four perspectives contained in the Balanced Scorecard namely financial, internal, customer, learning and growth. Then identification of Enterprise Goals with COBIT 5 is selected. In this study, the authors focused only on the COBIT process of 5 DSS domains (Deliver, Support, and Service) as well as 6 sub domains that discussed providing information technology services along with other supporters. The results of this study show that the overall way of PT. GITS Indonesia is at level 3 (Establed Process), and the target level that you want to achieve is level 4 (Predictable Process), based on gap analysis that has been done by PT. GITS Indonesia needs to standardize the services or information that you want to generate and re-check the standardization of the service whether it has been achieved or not, and then monitor and analyze it.

Keywords : Information Technology, Governance, COBIT 5, GAP Analysis