

ABSTRACT

Title : Measurement of Capability Level in Manage Service Requests and Incidents Information Technology Using COBIT 5
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PT. Horn Ming Indonesia, which is engaged in the manufacturing industry, utilizes information technology in carrying out its activities in order to achieve company goals. But in its use there are some problems that occur that are not in line with company expectations, one of which is in terms of managing demand and information technology incidents. The process of managing information technology requests and incidents must be properly identified and defined so that the management of requests and incidents can run more optimally, incidents that occur can be minimized and good service quality for the organization can be achieved, because it can have a good impact in achieving company goals. To see the quality and how good the IT services provided by PT. Horn Ming Indonesia carried out capability measurements using the COBIT 5 sub domain DSS02 (Manage Service Requests and Incidents). COBIT 5 is used to produce value through IT governance and management. The results of DSS02 process capability measurements at PT. Horn Ming Indonesia is at level 0 (incomplete) while the target to be achieved is at level 1 (performed). To achieve the capability level target, recommendations are proposed to make improvements in the management of demand and incident services at PT. Horn Ming Indonesia.

Keywords : Enterprise Governance, IT Governance, Capability Assesments, COBIT 5, DSS02.