

ABSTARK

Judul : Pengukuran Tingkat Kapabilitas Sistem Informasi Manajemen
Payment Collection Menggunakan Framework Cobit 5 Pada Domain
MEA01(*Monitor, Evaluate and Assess Performance and*
Confermance)
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Program Studi : Sistem Informasi

Pengukuran tingkat kapabilitas itu cara pengevaluasian yang terstruktur bagi penetapan tingkat kemampuan ukuran dan penjelasan dalam mempertimbangkan dan menilai keputusan kebijakan pada stakeholder. Adapaun Divisi *Payment Collection* salah satu bagian penting di PT Telkom yang memanfaatkan teknologi sistem informasi. Serta Pelayanan IT yang berjalan sudah cukup baik, namun pencatatan kerusakan pada sistem belum tertata sampai saat ini, hingga memperhambat keputusan bagi peningkatan nilai sistem informasi, dan beberapa permasalahan pada *payment collection* dengan kasus yang pernah terjadi. Terkait dengan pemantauan, pengevaluasian, dan penilaian kinerja serta kesesuaian hingga bisa mempengaruhi sistem yang saat ini berjalan menyebabkan penurunan kinerja pada *payment collection*. Serta perlu mengevaluasi tata kelola teknologi informasi menggunakan kerangka kerja COBIT 5 sebagai proses yang kompatibel dengan PAM dalam pencapaian penilaian dalam kemampuan sistem dan sebagai pedoman untuk manajemen TI. Hasil tingkat kapabilitas proses MEA01 pada level kapabilitas level 2 (*Managed Process*). Bahwa menghasilkan rekomendasi pada proses domain yang dipilih berkaitan pada kepastian pengelolaan *payment collection, monitoring* evaluasi, serta penilaian kinerja dan kesesuaian, sehingga tingkat kapabilitas yang diharapkan bisa tercapai dan Keberhasilan dalam memberikan layanan informasi dapat memberikan dampak positif bagi karyawan dan masyarakat dan meningkatkan kepuasannya.

Kata Kunci: *Payment collection*, Tingkat Kapabilitas, COBIT 5, MEA01

ABSTRACT

Title : *Management Information System Capability Level Measurement Payment Collection Using Cobit 5 Framework on MEA01 Domain (Monitor, Evaluate and Assess Performance and conference)*

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Study Program : *Information System*

The measurement of the level of capability is a structured evaluation method for determining the level of ability to measure and explain in considering and assessing policy decisions to stakeholders. The Payment Collection Division is an important part of PT Telkom that utilizes information system technology. As well as IT services that are running well enough, but the recording of damage to the system has not been organized until now, thus hampering decisions to increase the value of information systems, and several problems in payment collection with cases that have occurred. Associated with monitoring, evaluating, and assessing performance and suitability so that it can affect the system that is currently running, causing a decrease in performance in payment collection. It is also necessary to evaluate information technology governance using the COBIT 5 framework as a PAM compatible process in achieving assessments in system capabilities and as a guide for IT management. The results of the MEA01 process capability level at the level of capability level 2 (Managed Process). That produces recommendations on the selected domain process related to the certainty of payment collection management, evaluation monitoring, as well as performance and suitability assessments, so that the expected level of capability can be achieved and success in providing information services can have a positive impact on employees and the community and increase their satisfaction.

Keywords: *Payment Collection, Capability Level, Cobit 5, MEA01.*