

ABSTRACT

THE EVALUATION OF NEW STUDENT ADMISSIONS SYSTEM USING COBIT 5 WITH IT BALANCED SCORECARD AT AR RAIHAN INTEGRATED ISLAMIC JUNIOR HIGH SCHOOL BANDAR LAMPUNG

By

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It is necessary to monitor and evaluate the implementation of the current system in order to produce a reliable and quality system that supports services to prospective new students. The evaluation of system implementation was carried out using the Control Objective for Information and Related Technology (COBIT) 5 framework, as an assessment tool to measure the maturity level of IT governance implementation. The next stage was to present recommendations for improving the implementation of the online PPDB system to the management of the School Information Systems Division (SIS) in the form of an IT balanced scorecard (IT BSC) framework.

Based on the Slovin formula, the number of management and user respondents was 100 respondents, with the result of maturity level Event Management (2.36), Incident Management & Request Fulfillment (2.40), Problem Management (2.45), Information Security Management (2, 31), Manage Security (2.55) and the average gap in all process domains studied was 1.76. The maturity level of information technology service management was at level 2, namely Managed Process. Therefore, it is necessary to make recommendations for improvements that are used to increase the expected level of maturity in achieving good service management so that institutional goals are achieved.

Keywords: Analysis, Information Technology Service Management, Maturity Level, COBIT 5, IT BSC

