

ABSTRACT

Problems that often occur when using SIAKAD at Mitra Indosensia University include "when students and lecturers access the online KRS page it feels slow, server capacity and bandwidth are less than optimal compared to many users", "KRS filling is also still less than optimal in the validation process , the validation process is still being carried out in every related section", "The Academic Information System at Mitra Indonesia University does not yet have system classification management and validation of information sources which results in each related section tending to carry out the same and repeated process".

Keyword : Internet , web, ITIL , ISO ,Cobit 5 Information System, Web