

**IT Governance Berdasarkan Framework COBIT 5 Domain
Monitoring, Evaluate, and Assess (MEA01) pada Bank Sumsel Babel
Cabang Manggar.**

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ABSTRAK

Penelitian ini membahas tentang tingkat kapabilitas tata kelola teknologi informasi pada Bank Sumsel Babel Manggar sehubungan dengan proses MEA01 berdasarkan kerangka kerja COBIT 5. Pada kinerja proses tersebut mempunyai beberapa permasalahan yang terkait dengan pengetahuan karyawan terhadap sistem yang mereka gunakan yang beresiko kepada keamanan aset informasi perusahaan. Penetapan keefektifan pengukuran kerja juga sangat diperlukan sehingga dapat memenuhi tujuan bisnis perusahaan. Dari hasil studi dokumen, wawancara dan kuesioner COBIT 5 Bank Sumsel Babel cabang Manggar menghasilkan level kapabilitas proses monitoring, evaluasi dan penilaian kinerja mencapai level 4 atau Predictable Process dengan status Largely Achieved sebesar 78,00% atau setara dengan 4,78. Ini menunjukkan bahwa proses yang digunakan telah beroperasi sesuai dengan prosedur namun belum sepenuhnya dikelola dengan baik. Diperlukan strategi perbaikan agar mencapai level kapabilitas 5 secara bertahap dari proses 4 sampai 5.

Kata Kunci : Analisis Tata Kelola TI, COBIT 5, Proses MEA01, Level Kapabilitas , Analisis Kinerja

**IT Governance Based on COBIT 5 Framework With
Monitoring, Evaluate, and Asses (MEA01) Domain at Bank Sumsel
Babel Manggar**

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ABSTRACT

This research discuss about the capability level of information technology governance in Bank Sumsel Babel Manggar with the process of Monitoring, Evaluate and Asses (MEA01) based on COBIT 5 framework. Furthermore, in the performances and activities has some problems related to the employee's knowledge about the system they use regarding security management of data information. Moreover, to determine the effectiveness of work measurement is also required to achieve the Company business goal. As result of documents research, interview and questionnaire, that analyzed based on COBIT 5 score of monitoring, evaluating and assess performance (MEA01) process at Bank Sumsel Babel Manggar is about 78,00% or equal to 4,78 in level 4 or Predictable Process with status largely achieved. It shows that the process can operate accordingly as decided to achieve the Company goal but still not fully managed well. The improvement strategy is required to reach capability level 5 by gradually from level 4 to 5.

Keyword : IT Governance Analysis, COBIT 5, DSS05, MEA01, Capability Level, Performance Analysis