ABSTRAK

PT. Artha Telekomindo adalah perusahaan Teknologi Informasi yang bergerak di bidang *Internet Service Provider,* Telekomunikasi dan *Managed Service.* Untuk mendukung operasional perusahaan, PT. Artha Telekomindo menggunakan *Customer Relationship Management System* (CRMS) yang digunakan untuk layanan yang ditawarkan. CRMS digunakan untuk mendelegasikan *work order* yang berisi permintaan untuk jasa Instalasi dan Aktivasi, Trial, Isolir, dan Putus Layanan kepada divisi terkait, serta untuk mengetahui perkembangan mengenai pekerjaan tersebut hingga ditandai selesai. Evaluasi tingkat kematangan ataupun kemampuan suatu organisasi pada proses pengelolaan teknologi informasi (*IT Governance*) dilakukan dengan Audit Sistem Informasi. Kematangan dan kemampuan organisasi untuk mengelola sistem informasi berdampak pada keseimbangan antara mendapatkan profit dan mengurangi risiko dan penggunaan sumber daya. COBIT 5 memiliki standar pengukuran dan pengendalian TI, mengacu pada aturan atau prosedur internal perusahaan atau institusi sehingga ada keselarasan atau kesesuaian dengan kondisi, instrumen prosedur, serta sistem organisasi yang ada di perusahaan tersebut. Dengan pengukuran terhadap 5 proses domain yaitu APO11, BAI04, DSS01, DSS06, MEA01, didapat rata-rata nilai kapabilitas yaitu 3. Hasil pengukuran tersebut dapat dijadikan acuan untuk perbaikan sistem CRMS di masa mendatang.

Kata kunci: *Audit Sistem Informasi, Capability Level, COBIT 5, Customer Relationship Management Systems, Internet Service Provider*

ABSTRACT

PT. Artha Telekomindo is an Information Technology company engaged in Internet Service Provider, Telecommunication and Managed Service. To support the company's operations, PT. Artha Telekomindo uses the Customer Relationship Management System (CRMS) that is used for the paid services. CRMS is used to delegate work orders containing requests for Installation and Activation services, Trial, Isolate, and Disconnect Services to related divisions, as well as to know progress on the job until marked completion. Evaluation of the capability level or ability of an organization in the process of management of information technology (IT Governance) is done with Information System Audit. The capability and ability of the organization to manage the information system impacts the balance between gaining profit and reducing risk and resource use. COBIT 5 has IT measurement and control standards, referring to the internal rules or procedures of the company or in-stitution so that there is alignment or conformity with the conditions, instrument procedures, and organizational systems in the company. With the measurement of 5 process domains that are APO11, BAI04, DSS01, DSS06, MEA01, the average capability value is 3. The measurement result can be used as reference for the improvement of CRMS system in the future.

Keyword: *Capability Level, COBIT 5, Customer Relationship Management Systems, Information System Evaluation, Internet Service Provider.*