

ABSTRAK

Persaingan dunia bisnis yang semakin meningkat menyebabkan kebutuhan akan TI menjadi sangat diperhatikan, sehingga Sistem Informasi sangat dibutuhkan dalam perhotelan karena dapat mempermudah pekerjaan dalam pengolahan data tamu. Berkenaan dengan hal tersebut, penulis ingin mengetahui bagaimana sistem reservasi pada Verona Palace Hotel. Laporan tugas akhir ini membahas tentang pengauditan menggunakan COBIT 4.1 di Verona Palace Hotel. Metode yang digunakan adalah menganalisis proses – proses pada COBIT 4.1 yang telah dicapai dan yang belum tercapai. Teknik penelitian yang digunakan adalah *observasi* dan wawancara. Hasil yang diperoleh pada (PO7) *Manage IT Human Resources* sudah mencapai *level 4(Manage and Measureable)*, (AI4) *Enable Operation and Use* sudah mencapai *level 3(Defined)*, (DS5) *Ensure System Security Use* sudah mencapai *level 3(Defined)*, (DS10) *Manage Problem* sudah mencapai *level 4(Manage and Measureable)*, (DS11) *Manage Data* sudah mencapai *level 3(Defined)*, (DS13) *Manage Operations* sudah mencapai *level 3(Defined)*.

Kata kunci : Audit, Sistem Reservasi, COBIT 4.1

ABSTRACT

Competition of the business world make the need of IT to be very concerned, one of the business is hospitality, in this business System information is really needed because it make the work in guest's data processing easier. In this regard, the author want to know how reservation system in Verona Palace. This report discuss about the auditing in Verona Palace Hotel using COBIT 4.1 that had been reached and that has not been reached. The Research techniques used were observation and interviews. The results obtained in (PO7) Manage IT Human Resources has reached level 4 (Manage and measureable), (A14) Enable Operation and Use has reached level 3(Defined), (DS5) Ensure System Security Use has reached level 3 (Defined), (DS10) Manage Problem has reached level 4 (Manage andmeasureable), (DS11) Manage data has reached level 3 (Defined), (DS13) Manage Operations has reached level 3 (Defined).

Keywords : Audit, System Reservation, COBIT 4.1

DAFTAR ISI

PRAKATA	i
ABSTRAK	iii
ABSTRACT	iv
DAFTAR ISI	v
DAFTAR GAMBAR	vi
DAFTAR TABEL	vii
DAFTAR LAMPIRAN	viii
BAB I PENDAHULUAN	1
1.1 Latar Belakang Masalah	1
1.2 Rumusan Masalah	2
1.3 Tujuan Pembahasan	2
1.4 Ruang Lingkup Kajian	2
1.5 Sumber Data	6
1.6 Sistematika Penyajian	6
BAB II KAJIAN TEORI	8
2.1 Proses Bisnis	8
2.2 <i>Flowchart</i>	8
2.3 Definisi Audit	10
2.4 COBIT (<i>Control Objective for Information and related Technology</i>)	11
BAB III ANALISIS DAN EVALUASI	39
3.1 Latar Belakang Perusahaan	39
3.2 Struktur Organisasi	40
3.3 Deskripsi pekerjaan di Verona Palace Hotel	42
3.4 Proses Bisnis	51
3.5 Hasil Audit	54
BAB IV SIMPULAN DAN SARAN	64
4.1 Simpulan	64
4.2 Saran	66
Daftar Pustaka	67

DAFTAR GAMBAR

Gambar 1 Struktur Organisasi Verona Palace Hotel (18 Maret 2012)	41
Gambar 2 Proses Bisnis Verona Palace Hotel	53

DAFTAR TABEL

Tabel I Simbol <i>Flowchart</i>	9
Tabel II Tabel Domain COBIT	13

DAFTAR LAMPIRAN

Lampiran A Hasil Wawancara	A1
Lampiran B Hasil Foto dan <i>Print Screen</i>	B1