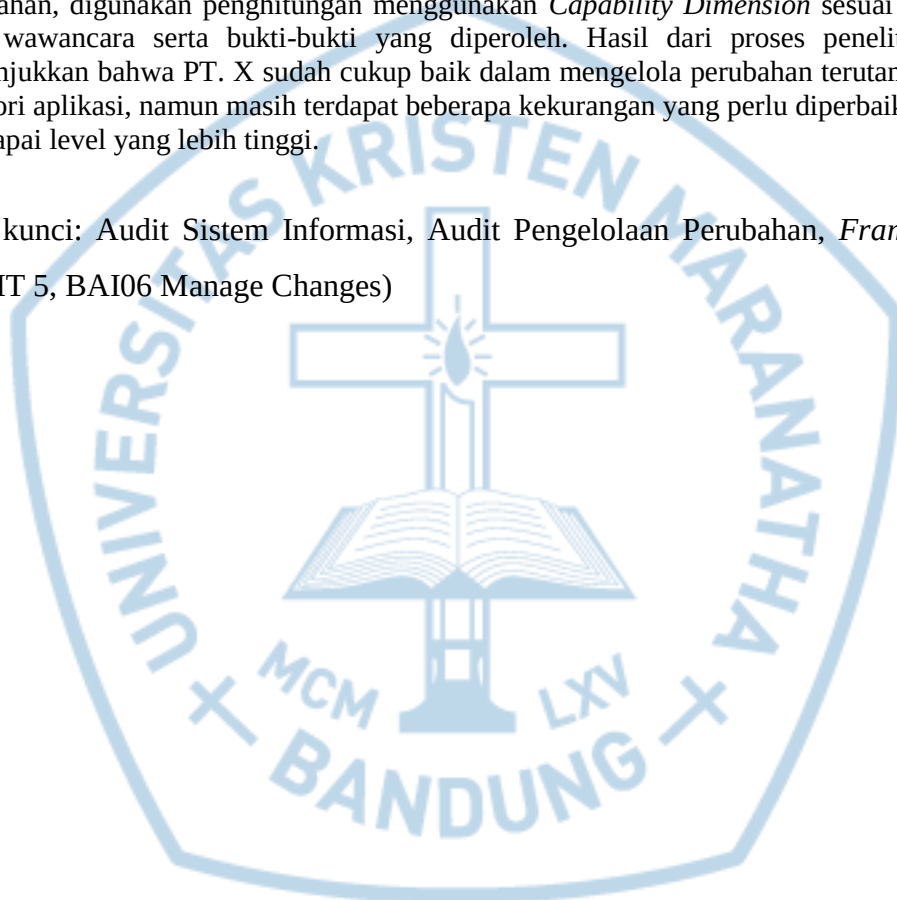


ABSTRAK

PT. X selalu melakukan pengembangan serta perbaruan terhadap aplikasi X, yang mana digunakan oleh berbagai kalangan masyarakat. Namun, proses perbaruan yang dilakukan oleh PT. X tidak menjamin bahwa perusahaan telah menerapkan prosuder standar yang tepat dalam mengelola proses perubahan yang terjadi baik pada kategori proses bisnis, aplikasi, infrastruktur, dan jaringan. Penelitian ini bertujuan untuk mengetahui proses bisnis mengenai pengelolaan perubahan yang terjadi pada PT. X serta seberapa matang PT. X mengelola proses perubahan tersebut. Dalam penelitian ini dilakukan wawancara terhadap Core Management Group Leader serta pengecekan terhadap bukti-bukti dokumentasi pada pihak IT Operational. Untuk mengetahui seberapa matang PT. X mengelola proses perubahan, digunakan penghitungan menggunakan *Capability Dimension* sesuai dengan hasil wawancara serta bukti-bukti yang diperoleh. Hasil dari proses penelitian ini menunjukkan bahwa PT. X sudah cukup baik dalam mengelola perubahan terutama pada kategori aplikasi, namun masih terdapat beberapa kekurangan yang perlu diperbaiki untuk mencapai level yang lebih tinggi.

Kata kunci: Audit Sistem Informasi, Audit Pengelolaan Perubahan, *Framework* COBIT 5, BAI06 Manage Changes)



ABSTRACT

PT. X always does the development and update to the X application, which is used by various circles of society. However, the updating process conducted by PT. X does not guarantee that the company has implemented the appropriate standard procedure in managing the changing process that occurs in the business process, application, infrastructure and network category. This research aims to know the business process of managing the changes that occur at PT. X and how mature PT. X manages the changing process. This study conducted an interview on Core Management Group Leader as well as checking the evidence of documentation on the IT Operational. To know how mature PT. X manages the changing process, the calculation using Capability Dimension is used in accordance with the results of the interview and the evidence obtained. The result of this research shows that PT. X is good enough in managing changes, especially on the category of applications, but there are still some shortcomings that need to be fixed to reach a higher level.

Keywords: *Change Management Audits, COBIT 5 Framework, BAI06 Manage Changes), Information System Audit*



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