

Analysis a Maturity of Case Search Information Systems using Cobit 5 Framework

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ABSTRACT

The application of information and communication technology has now become a necessity and demand on every public service organizing agency. Not least even judicial institutions or institutions that are one of the public service organizing agencies and to realize good service to the community, requires good management of information systems. The success of the governance of an organization is influenced by the extent to which the governance of information technology has been done. Information technology governance is also part of organizational governance in this case the maturity level of the information system that has been run now. This research uses the COBIT 5 framework with the domain DSS03 (manage problem) which aims to analyze the maturity level of information systems in the DSS 03 domain, this study was conducted with three stages of analysis, namely determining the current maturity level and the level of maturity that is expected, conducting gap analysis, and providing recommendations for advice. The process of collecting data for this study uses aids in the form of questionnaires and in-person interviews. The results of the research in the form of a current maturity level for domain DSS03 (manage problem) with an average value of 3.84 which means it is at level 4 (managed and measurable) means that the maturity level of SIPP problem management is well managed, while the expected maturity level is at level 5 (optimized.) The results of the calculation of the gap value for the domain DSS03 (manage problem) obtained a value of 1. This research has been carried out well following the expected research objectives.

Keywords

COBIT 5, IT Governance, Maturity Level, DSS03

1. INTRODUCTION

The application of information and communication technology has now become a necessity and demand on every public service organizing agency. Not least even judicial institutions or institutions that are one of the public service organizing agencies and to realize good service to the community, requires good management of information systems. The use of information systems in an agency, namely the district court, industrial relations, and corruption in Yogyakarta, certainly requires an internal control mechanism. With good management of existing information technology, it is expected that later this information technology will be able to support the success of organizations or agencies in achieving their goals. The success of the governance of an organization is influenced by the extent to which the governance of information technology has been done. The governance of information technology is also part of the organization's governance in this case. Along with the development of the District Court, Industrial Relations and Corruption In Yogyakarta also have several technology-based

services such as Case Search Information System, Surveillance System, E-Court, and E-Raterang. From interviews with judges and staff of the District Court, Industrial Relations and Corruption of Yogyakarta information system used to support business purposes in the agency is the Case Search Information System which contains the schedule of the hearing, mission vision, organizational structure, and so on, the information system is to provide the best service to the community and in this case to keep optimizing information technology and providing the best service to the community by the vision of the agency's mission. Sipp came into use in 2013 until now, the service is always there to be improvements and the latest innovations. From the results of interviews with judges and staff, there are some problems or shortcomings to information technology services such as human error, there are tools that cannot be run, a slow process of improvement, and still lack of training for users, and less coordination. And in essence, to achieve business objectives by the vision of the organization's mission, it is necessary to analyze the maturity of the information system that has been used to know and map the problems found and to support the analysis COBIT 5 can be used as a framework to measure the maturity level of information systems used with multiple domains or standards of COBIT 5.

1.1 Study Literatur

1.1.1 Maturity Level

The level of maturity is a picture of the maturity of information technology processes that take place in a company. Maturity models can be used as a tool for benchmarking and self-assessment by information technology management to assess the maturity of information technology that has been implemented.[1]

1.1.2 Information Technology Governance

IT governance is the responsibility of executives consisting of leaders, organizational structures, and processes that ensure that it is the company sustains and expands organizational strategies and objectives. IT governance integrates and ensures that IT in an enterprise supports business objectives. IT governance enables a company to take full advantage of the information it has, thereby maximizing profits, taking advantage of opportunities, and gaining a competitive advantage.[2]

1.1.3 Framework COBIT 5

COBIT (Control Objectives for Information and Related Technology) is an IT governance framework and set of support tools that enable managers to bridge gaps or gaps in the direction of control needs, technical issues, and business risks. COBIT enables the development of clear policies and good practices to control IT across the organization.[3]

1.1.4 Understanding Information System

An information system is an organized combination of people (people), hardware (hardware), software (software), computer networks and data communication (communication networks), and databases (databases) that collect, transform and disseminate information across an organizational form.

1.1.5 Basic Principles of COBIT 5

COBIT 5 has 5 principles and enablers that are general and beneficial to all organizations, both commercial and non-profit or public sectors as seen in Figure 1.[4]

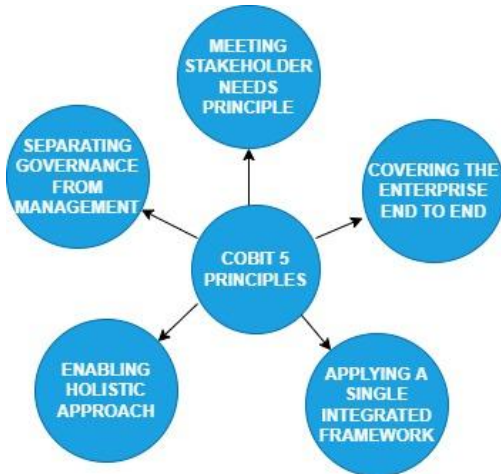


Figure 1. Cobit 5 Basic Principles

- Principle 1 Fulfillment needs Stakeholders each company has a different vision and mission.
- Principle 2 Covering the Enterprise End-to-End considers all IT governance and management enablers for the enterprise.
- Principle 3 Implement an integrated Single Framework Cobit 5 can adapt to IT governance and management in the company
- Principle 4 Enabling a holistic approach COBIT 5 defines a set of enablers to support the implementation of comprehensive governance and IT management system for the enterprise.
- Principle 5 Separation between Governance and Management.

In addition to the 5 principles described above, there are 7 enablers contained in COBIT 5, here are the explanations for these 7 supporters. The description 7 enablers in COBIT 5.

- Policy principles and frameworks are the first enablers of COBIT 5, these enablers function to formulate needs and behaviors (stakeholders) into practical guidelines that will be used in company operations in the IT sector.
- The process as an enabler has the role to provide details about a series of activities and practical activities carried out to achieve the goals of the company.
- Organizational structure is the key to decision-making in the organization. The decisions made must also meet the needs and objectives of all (stakeholders). So that the entity is responsible for the decisions and policies made by the company.
- Every company has its own culture, ethics, and habits, these habits can occur due to many factors and can also be personal or organizational. Some values and company goals can only be achieved with good corporate habits, therefore a standard is needed to provide an assessment of culture, customs, and ethics.
- Information is a very important factor for business

activities within a company because the information is a requirement for making movements within the company such as making decisions and solving problems.

- Infrastructure and applications including infrastructure, technology, and applications that provide services are objects and objects become drivers in COBIT 5. These objects provide services to technology and information processes for companies.
- Skills and competencies relate to people and are needed to carry out all activities successfully and make appropriate decisions.

1.1.6 COBIT Domains and Processes

According to Domains that have been recognized in management. COBIT 5 process reference model is divided into two types of areas, namely governance and management process of enterprise IT consisting of 37 processes in it. [5]

1. IT Governance

Ensuring that the company's objectives are achieved by evaluating the needs, conditions, and choices of relevant parties (Stakeholders). Determine directions using priorities and decision-makers. Helps with performance, compliance, and approved objectives. Governance (governance) has one domain namely Evaluate, Direct, and Monitor (EDM) which has 5 processes[6]

Table 1.EDM I(Evaluate, Direct, and Maintenance Process)

Domain	Process
EDM01	Ensure Governance Framework Setting and Maintenance
EDM02	Ensure Benefits Delivery
EDM03	Ensure Risk Optimisation
EDM04	Ensure Resource Optimisation
EDM05	Ensure Stakeholder Transparency

Based on Table 1 Process domains on EDM where EDM01 focuses on governance settings and maintenance, EDM02 focuses on profits, EDM03 focuses on risk optimization, EDM04 focuses on how resources are more transparent and EDM05 focuses on how stakeholders make their job descriptions clearer.

2. Management

There are six domains in the management process including:[7]

Table 2. APO(Align, Plan, and Organise)

Domain	Process
APO01	Manage the IT Management Framework
APO02	Manage Strategy
APO03	Manage Enterprise Architecture
APO04	Manage Innovation
APO05	Manage Portfolio
APO06	Manage Budget and Coast
APO07	Manage Human Resource
APO08	Manage Relationship
APO09	Manage Service Agreements
APO10	Manage Supplier
APO11	Manage Quality
APO12	Manage Risk
APO13	Manage Security

Based on Table 2 APO covers strategies and tactics to identify the best way IT contributes to organizational goals, APO provides the benefits for delivery solutions and provision of support services. APO has 13 processes in it.

Table 3. BAI(Build, Acquire and Implement)

Domain	Process
BAI01	Manage Programmes and Project
BAI02	Manage Requirements definition
BAI03	Manage Solutions Identification and Build
BAI04	Manage Availability and Capacity
BAI05	Manage Organizational Change Enablement
BAI06	Manage Change
BAI 07	Manage Change Acceptance and Transtioning
BAI 08	Manage Knowledge
BAI 09	Manage Assests
BAI 10	Manage Configuration

Based on Table 3 BAI focuses on identifying IT solutions that need to be developed, implemented, and integrated into business processes. Bai domain has 10 processes in it.

Table 4. DSS(Delivery, Service, and Support)

Domain	Process
DSS01	Operations Management
DSS02	Demand and incident service management
DSS03	Problem management
DSS04	Continuity management
DSS05	Service security management
DSS06	Business process control management

Based on Table 4 DSS is focused on accepting solutions that will be used by end-users. This domain is concerned with the support of services needed including services, security and continuity management, service support for users, data management, and operational facilities. The DSS domain has 6 processes in it.

Table 5. MEA(Monitor, Evaluate, and Asses)

Domain	Process
Monitor, Evaluate, and Asses-1	Monitoring, evaluation, and assessment of performance and conformity
Monitor, Evaluate, and Asses-2	Monitoring, evaluation, and assessment of internal control systems
Monitor, Evaluate, and Asses-3	Monitoring, evaluation, and assessment of compliance with external requirements

Based on Table 5 MEA focuses on internal control monitoring activities, regulatory compliance, and governance. Assessment of IT processes is carried out regularly and follows existing guidelines. The MEA domain has 3 processes in it.

1.1.6 Difference between COBIT 4.1 and COBIT 5

There are some fundamental differences between COBIT 5 and COBIT 4.1: [8]

1. COBIT 5 has principles that are easier to understand.
2. COBIT 5 has 7 principles that are confirmed to exist while COBIT 4.1 does not exist although mentioned but not more detailed.
3. Provides new or old process references and covers end-to-end organizational activities, and is the result of alignment between ITIL and TOGAF.
4. In COBIT 5 there are new processes not found in COBIT

4.1 because COBIT 5 is a refinement and harmonization between COBIT4.1, Risk IT, and Val IT.

1.1.7 Implementation of COBIT 5

According to (ISACA, 2012) there are 7 stages in implementing COBIT 5.[9]

1. **Phase1**What is the driver (Initiative Program)?
The first step is to identify who is in control to support change and create the will to achieve goals at the executive level. Then, when implemented as a new process, controllers can be sourced from internal and external parties and the existence of issues allows them to become supporters of change drivers. Examples of change drivers include events, trends, performance issues, software implementation, and company goals
2. **Stage2**Where are we now (Define Problems and Opportunities)?
Ensure that IT goals are matched with company strategy and risk and prioritize company goals, IT goals, and most important IT processes.
3. **Stage3**Where do we want to be (Define RoadMap)?
The third step is to determine the goals for making improvements, which is then followed by an analysis gap to identify relevant alternative solutions that are fast and cost-effective.
4. **Stage4**What to do (Plan Program)?
The fourth step describes how to find a practical solution to use by identifying the supported project in a legitimate business case and creating an implementation change plan.
5. **Stage5**How to go there (Execute Plan)?
The fifth step is to implement the proposed solution into the practice of daily activities and establish a calculation and monitoring system to ensure business conformity is achieved and performance can be measured.
6. **Stage6**
Do you get there (Release Benefits)?
The sixth step focuses on improving management and transforming the ongoing transition from management practices to business operations, monitoring performance improvements using performance and profit plans, and expected results.
7. **Stage7**How to maintain momentum (Review Effectiveness)?
The seventh step assesses the overall success of the business, identifies governance or other management needs, and reinforces ongoing needs.[4]

1.1.8 Characteristics of COBIT

The main characteristics of the COBIT framework are:[10]

- a. Focus on business
Business orientation shows that COBIT is designed not only to be limited to information technology, users, or auditors but more importantly as a comprehensive guide for management and business owner process. To meet business objectives, information needs to meet certain control criteria including effectiveness, efficiency, confidentiality, integrity, availability, compliance, and reliability.
- b. Orientation to the process
Information technology activities on COBIT 5 are divided into 4 (four) domains: Align, Plan and Organize (APO), Build, Acquire and Implement (BAI), Deliver, Service, and Support (DSS), and Monitor, Evaluate and Assess (MEA).
- c. Based on control
Control within COBIT is defined as policies, procedures, practices, and organizational structures designed to provide acceptable assurance that business objectives will be achieved and events that cannot be expected to be

prevented or improved. While the purpose of IT control is a statement of the expected intent or results by implementing control procedures in certain IT activities. Each IT process contained in COBIT has a high-level control objective and some detailed control objectives. Overall, such controls are characteristic of well-managed processes.

- d. Controlled by measurement.
One measurement of the performance of an IT system is the maturity level model which allows for the identification of management conditions and improvements that can be made for each IT process.[11]

1.1.9 DSS03 Process

1. DSS03.01 Identifies and classifies problems. This staged process determines and applies criteria and procedures for identifying and reporting problems. Include problem classification, categorization, and priorities.
2. DSS03.02 Investigates and diagnoses problems. This process investigates and diagnoses problems using relevant subject matter experts to assess and analyze root causes.
3. DSS03.03 Increases known errors. Once the root cause of the problem is identified, make a known record of the error, document the appropriate solution, and identify the potential solution.
4. DSS03.04 Resolves and closes the problem. This process identifies and begins ongoing solutions to address the root cause. Raise change requests through a defined change management process, if needed, to resolve errors. Make sure that affected personnel is aware of the actions taken and the plans developed to prevent future incidents from happening.
5. DSS03.05 Do proactive problem management. This process collects and analyzes operational data (especially record incidents and changes) to identify emerging trends that may indicate a problem. Jot down a note of the problem to enable assessment.[12]

2. METHODOLOGY

2.1 Research Subjects

The subject of this study will discuss the Measurement of the Maturity Level of The Case Search Information System at the District Court, Industrial Relations and Corruption Act of Yogyakarta using the COBIT 5 framework. The research conducted led to the measurement of the maturity level of the information system in the District Court, Industrial Relations, and the Corruption Act of Yogyakarta. The assessment will be continued with recommendations for improvements to the process that have not been under the expected maturity. The formulation of recommendations is carried out under the guidelines contained in COBIT 5 and with due regard and consideration of the current condition of the organization.

2.2 Data Collection Methods

1. **Observation**
Observation is the activity of directly observing an object in detail and finding information and problems that will be studied in this study. In this study, observations were made by studying and understanding the case search information system.
2. **Interview**
The interview is one of the literature studies conducted by conducting questions and answers between two or more people by meeting face to face between the interviewer and the interviewee. This interview was conducted to

obtain accurate information from trusted sources.

3. Questionnaire

The questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. Questionnaires will be distributed to respondents who specifically understand *Quality Control*. [13]

2.3 Research Stages

This chapter will explain the methodology of the research to be carried out. The stages of this research are carried out so that the work steps become more systematic and directed. The following are the stages of the research work that will be carried out as shown in Figure 2. [14]

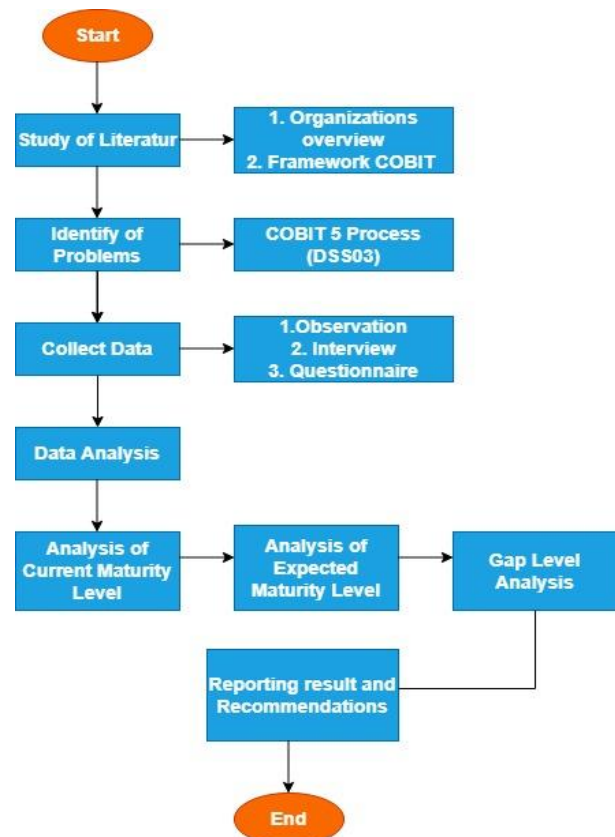


Figure 2. Research Stage

- 1 Literature studies are conducted by collecting various information and references on research topics. This is done to support knowledge to find out the level of the ability of the Case Search Information System. The literature used is academic books, papers, thesis, and journals related to system maturity analysis, as well as a guidebook of the COBIT 5 framework.
- 2 Defines the problem by determining the process domain used i.e. DSS03 to determine the RACI chart.
- 3 Collection of data needed for information technology evaluation, using spreading questionnaires, observations, and interviews.
- 4 Analyzing data, researchers are needed to process the data and then make an informed and then that information will be used to make decisions. Researchers will look for how much maturity the current level of Case Search Information System service is, after knowing the current level of maturity then the next stage will be given authority to the executive to determine the expected maturity level and then the final process analyzes the

level of gap generated.

- 5 Reporting of research results, after knowing the results of the research at the previous stage, will then be reported to stakeholders and at the same time provide recommendations based on research results to the agency.
- 6 The last stage is to make conclusions from all activities carried out on research and advice for future research. [15]

2.4 Implementation

2.4.1 DataCollection

The research method used is the quantitative analysis method by collecting data using questionnaires, interviews, and observations.[16]

2.4.2 Questionnaire

In determining research respondents using the RACI Chart method which aims to make it easier to map and distinguish the main tasks that are in, show, assessing the assessing each work unit or the duties of the existing staff to assist the running of the company's business processes. Researchers have distributed questionnaire sheets to respondents by mapping respondents based on the following RACI Chart method:[17]

Table 6. RACI Chart DSS03

No	Unit COBIT 5	ID
1	Business Executive	R2
2	Business Process Owners	R1
3	Chief Risk Officer	R2
4	Chief Information Security Officer	R3
5	Compliance	R5
6	Audit	R4
7	Chief Information Officer	R3
8	Head Architect	R1
9	Head Development	R3
10	Head IT Operations	R5
11	Service Manager	R3
12	Information Security Manager	R5

Based on the RACI Chart in Table 6 DSS03 has 12 (twelve) work units that fit the COBIT 5 framework and five respondents will fill out a research questionnaire because there are several work units done by the same person.[18]

2.4.3 Observations and Interviews

This stage is done to obtain data related to research. Interviews are conducted to obtain valid data so that the results of the study can be maintained until completion. Some of the interviews conducted by researchers are as follows:

1. A Glimpse of the District Court, Industrial Relations and The Crime of Corruption of Yogyakarta
2. A Quick Look at the Case Search Information System
3. Problems related to the Case Search Information System
4. Expected maturity level
5. Procedure for using Case Search Information System
6. Structure of District Court, Industrial Relations and Corruption Of Yogyakarta
7. Duties and responsibilities of the IT division of the District Court, Industrial Relations and Corruption Of Yogyakarta[19].

2.4.4 Data Analysis

2.4.4.1 Current Maturity Level

At this stage, the calculation uses the Likert scale to calculate the current maturity value. The calculations can be seen in

Table 8[20]

Table7. Current Maturity Level

DSS03 Domain Process Control	Current IT Conditions	Maturity Level
Awareness and Communication	4,08	managed and measurable
Policies and Procedures	4,24	managed and measurable
Tools and Automation	3,48	managed and measurable
Skills and Expertise	3,68	managed and measurable
Responsibility and Accountability	3,72	managed and measurable
Goal Setting and Measurement	3,84	managed and measurable
Total Maturity Level Value	3,84	managed and measurable

Based on Table 7 the results of the questionnaire calculations, it was found that the maturity level of the Case search information system service in the Yogyakarta District Court was at level 4 managed and measurable with an average value of 3.84 which means that the process is carried out, achieved the goal and managed properly but the use of automation is still limited to certain processes.[21]

2.4.4.2 Expected Level of Maturity

The level of health expected by the District Court, Industrial Relations and Corruption in the Case Search Information System is at level 5. Because SIPP is one of the systems used to support daily business processes.[22]

2.4.4.3 Gap Level Analysis (GAP)

The value obtained on the DSS03 domain is 1.16 which means that the Case Search Information System service has not reached the expected level so it needs some recommendations to reach the level of maturity that is set.[23]

2.4.4.4 Assessment Results

In this subsection, the known value will be presented. The results of the calculation of maturity values can be seen in Table 9.

Table8. GAP level domain DSS03

Domain	Attribute	Maturity Level		
		Current Maturity	Expected Maturity	GAP
DSS03	AC	4,08	5	0,92
	PSP	4,24	5	0,76
	TA	3,48	5	1,52
	SE	3,68	5	1,32
	RA	3,72	5	1,28
	GSM	3,84	5	1,16
Average				1,16

The gap Based on Table 8 gets an average gap value of 1.16 which means it has not reached the expected maturity level so some recommendations are needed to reach the expected maturity level. Here is a graph of gap values and current maturity in the DSS03 domain can be seen in Figure 3.[24]

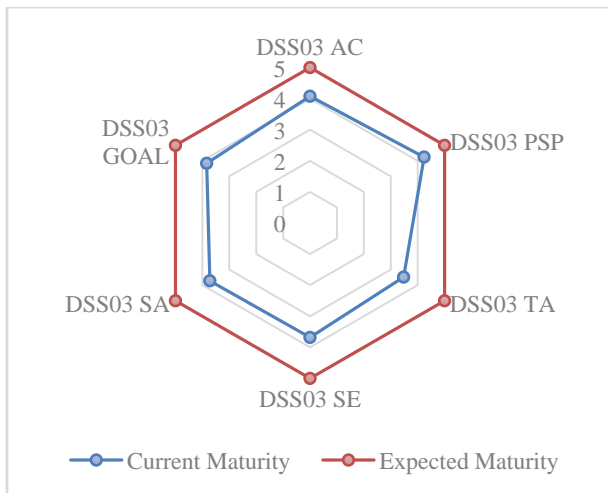


Figure 3. GAP value graph DSS03

2.4.5 Recommendations and Results

In this section, the researchers explained the recommendations and suggestions that have been made to be used and implemented by the District Court, Industrial Relations, and the Corruption Act of Yogyakarta.[25]

Table 9. Recommendations domain DSS03

No	Proposed Improvement Recommendations
1	The agency socializes to all staff that communication is carried out formally (forum meeting/letter) in the organization related to the process of managing problems by referring to the master plan that has been prepared.
2	The agency procures and utilizes assistive devices for the problem management process.
3	The agency continues to oversee the implementation of existing procedures and standards, determine performance indicators and measurements, and measure existing procedures and standards in the process of managing problems.
4	The agency establishes agreements with users related to indicators and achievement of goals and performance to all users in the process of managing problems that continue by defining the monitoring process and monitoring indicators and achieving agreed goals and performance using the process that has been defined.
5	The agency should make periodic training to users of information systems so that the information system can run optimally according to business objectives and avoid human errors and features that cannot be used.
6	The agency selects the type of training for all staff under the needs of the organization related to the problem management process and includes its staff in the training or certification.
7	Agencies should add or find adequate human resources related to the use of IT so that problems that arise do not always have to wait for the task force.
8	The agency identifies and assigns responsibilities related to the process of managing problems clearly and communicating them broadly in the organization.

Based on Table 9 the result of recommendations and suggestions related to the Case Search Information System. So that can be implemented by companies.

3. CONCLUSION

Based on calculations, the current maturity level of the case search information system in the DSS03 process is known to have a maturity level with an average value of 3.84 which means that the current maturity level is at the level of 4t or managed and managed (managed and measurable) which means that activities and standards are applied formally and integrated, and there are also indicators as quantitative performance progress gauges for management and there are improvements. constant to existing processes but the use of automation is still limited to certain processes and the value of the expected maturity level is at level 5. The GAP value in the DSS03 domain has been known by the calculation of getting a gap value of 1.16 obtained from the calculation of the current maturity value with the expected maturity. The result of the recommendations given is that the agency must find or improve adequate human resources for the use of IT and the agency must be transparent with existing information systems, to be able to use features that have not been enabled to function under the purpose and better for the benefit of the case search information system.

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