MOHAMAD CHANDRA. COBIT and IT Balanced Scorecard Framework for Improvement of System Development Implementation in BRI TSI Division. Supervised by ARIF IMAM SUROSO and IRMAN HERMADI.

PT. Bank Rakyat Indonesia Tbk (BRI) is one of the banks having the largest IT systems and infrastructure across all regions of Indonesia. The presence of Information Systems Technology (TSI) Division in BRI is an important factor in establishing optimal IT systems for customers, maintaining the completeness and quality of IT systems for successful operations of BRI and becoming a strategic enabler for BRI business development. However, it’s realized that the management of large and complex IT is not an easy task. Therefore, System Development Life Cycle (SDLC) methodology is required to allow IT systems to operate in a proper, organized, uninterrupted manner and to remain aligned with BRI’s business goals.

In this research, current maturity level of SDLC implementation in TSI Division is evaluated using COBIT framework. This research uses 15 COBIT IT processes as the focus area of maturity level evaluation, namely PO7, PO8, PO10, AI1, AI2, AI3, AI4, AI6, AI7, DS1, DS3, DS4, DS5, DS7 and DS10 with 104 COBIT detailed control objectives (DCO) as the basis for research questionnaire. The result of COBIT maturity level evaluation indicate that the TSI Division is at maturity level 3 (Defined Process) with the average maturity index of 3.41. COBIT maturity level evaluation also results in recommendations for improvement of SDLC implementation in TSI Division. The recommendations for improvement are from COBIT DCO which has not reached the target maturity level 3, namely PO7.2, PO7.4, PO8.6, PO10.11, AI1.3, AI2.10, AI6.5, AI7.2, AI7.4, AI7.9, DS3.3 and DS7.3. These recommendations for improvement will be presented by using an IT balanced scorecard (BSC) framework approach. IT BSC framework serves as a tool to measure the performance and capabilities of TSI Division as well as to facilitate IT management for monitoring and supervising the implementation of SDLC in TSI Division.

Keywords: COBIT, IT balanced scorecard, system life cycle development