SUMMARY

YANIS AULIA RIZKI. Evaluation of Business Intelligence Information System Governance in Soft Drinks Company. Supervised by ARIF IMAM SUROSO and ARIEF RAMADHAN.

Implementation of Business Intelligence Information System (BI) can help soft drink companies fulfill the complete information, qualified, and suitable for each business unit levels and functions which can improve the quality of management decision making. To provide assurance to top management weather the management of BI have achieved the objectives and targets it is necessary to evaluate the governance of BI.

This study aimed to evaluate the governance of BI on one of soft drinks company in this case is PT. Coca-Cola Amatil Indonesia (PT. CCAI). The evaluation is divided into three stages of analysis, consist of investigation resources information system with descriptive qualitative method, analysis level of maturity by using maturity models COBIT framework 4.1 with analysis of system quality, information quality and service quality which the variable adapted from DeLone and McLean (2003) and analysed with Importance Performance Analyst (IPA) analysis.

Based on the results of investigation resources information system already support the implementation of BI but it needs to improve. Based on the result of overall measurement maturity process is already followed the correct rules with COBIT framework and level Maturity is between level: 2 - Repeatable and level: 4 - Managed. Furthermore, based on IPA analysis, low-performance quality system and become priorities for the improvement of PT. CCAI is reliability, accessibility and efficiency, and for the low performance in the quality of information is attribute accuracy and timeliness, and for the low performance in the quality of service is an attribute of reliability and responsiveness. Improvements focus on enhancement of BI performance, planning and management in PT. CCAI.

Keywords: business intelligence, COBIT framework 4.1, Importance Performance Analysis (IPA), IT governance, maturity level, soft drinks company.