

BINUS INTERNATIONAL

BINUS UNIVERSITY

Statement of readiness in attending defense examination

I, Willy Prasetyo

Hereby state that the thesis entitled:

**EVALUATION ON BINUS JWC NETWORK SERVICE BASED ON
IT AUDITING FRAMEWORKS: USER PERSPECTIVE**

Is truly my original works and is never brought up as a scientific paper, partly or
entirely, on my name or other parties

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Supervisory Approval

I approve this thesis to be in defense examination

Charles Lims

July 25, 2010

Supervisor

Major Information System

Stream IS General

Sarjana Komputer Thesis

Semester Odd Year 2010

Thesis Title

EVALUATION ON BINUS JWC NETWORK SERVICE BASED ON IT

AUDITING FRAMEWORKS: USER PERSPECTIVE

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Objectives

The objectives of this research are to understand the current operation of JWC, to recognize the current user satisfaction towards JWC network system by understanding the user perspectives in terms of using current network services performed by admin and staffs; thus the network services are understood to be improved, and to propose recommendations in form of written procedures; that might be useful to raise user's satisfaction in terms of transparency in the current network operation processes. .

Method

This research developed with the research methodology of using questionnaires as the source from the users and also network admin. Reliability test was taken to ensure that the further research will possible to conduct. *Model of attribution theory* was conducted to match the research both of the user and the network admin.

Results

The results of this thesis are: JWC network indicates security level already captures user's satisfaction, written network policies is used to distinguish between the user's roles and network admin roles, and also shown that better management of allocated bandwidth in order to gain user's satisfaction of the network service is recommended.

Keywords: JWC Network, Network administrator, Network Policies, Network Security, Network Operations.

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