

## ABSTRACT

Information technology that has been widely used in various activities such as daily work, the application of information technology can help access and provide information quickly and accurately and add value effectiveness and efficiency in doing the job. Besides that all there is a problem of information security that must be considered to anticipate possible threats. As in the Faculty of Engineering University of Pasundan which utilizes internet services to help all academic activities that require internet services, besides that all there are various information security threats that potentially harm the Faculty of Engineering Pasundan University Bandung.

To maintain the security of information related to the work of internet service providers in the Faculty of Engineering Pasundan University, the research conducted formulation of problems associated with the work of Internet service providers, then conducted a study of literature and data collection needed in the study. Once there is data required, it is followed by a process of analysis of all data related to the internet service provider's work, resulting from a process of analysis to solve the problem of information security precisely in the work of internet service provider. The solution will be used as the basis for the preparation of Standard Operating Procedures of Internet Service Providers.

The results of this research are in the form of Standard Operating Procedures for the work of Internet Service Providers in accordance with what is stipulated in ISO 27001: 2005, Standard Operations The procedure is expected to increase information security at the Faculty of Engineering Pasundan University.

**Keywords:** Information security, outsourcing, internet service providers, operational procedures standard, information technology.