ABSTRACT

TATA KELOLA TEKNOLOGI INFORMASI MENGGUNAKAN *FRAMEWORK* COBIT 2019 PADA *VAL BEAUTY AND SLIMMING*

Oleh

Berliana Angel M. Pangaribuan 19103003

Technology has been widely applied to assist human activities. Technology is adopted into various aspects such as health, education, government and including business. The role of technology is important to bridge the relationship between business and business people. Val Beauty and Slimming is a business that has implemented information technology in its business processes but has never conducted an analysis of information technology governance. Without knowing their level of capability, it is difficult to evaluate and understand how far Val Beauty and Slimming has implemented good information technology governance practices and identify areas that need to be improved to achieve better business goals. The purpose of this study is to find out whether Val Beauty and Slimming has implemented good information technology and provide recommendations for improving activities that can be carried out by Val Beauty and Slimming in order to achieve the expected capability targets. The method used is COBIT 2019 by utilizing the design factor toolkit. Through the results of the design factor, two GMOs (Governance and Management Objectives) are obtained which are priorities and will be analyzed for their level of capability. The two GMOs are APO04 (Managed Innovation) and APO07 (Managed Human Resources) where APO04 is at capability level 2, with a gap of 2 levels from the expected capability level and APO07 is at capability level 1, with a gap of 3 levels from the expected capability level.

Keywords : COBIT 2019, *Design Factor, Information Technology Governance*