

ABSTRACT

DETERMINATION OF GOVERNANCE AND MANAGEMENT OBJECTIVES OF INFORMATION TECHNOLOGY GOVERNANCE USING COBIT 2019

Oleh

Lisna Widiarsari

20103133

The One-Stop Investment and Integrated Services Agency (DPMPTSP) of Banyumas Regency has implemented governance by providing services to the public, but faces issues of data leakage and lack of information related to the optimization of information technology governance using the COBIT 2019 framework or similar. Technical disruptions in the system also pose a challenge. The proposed solution prioritizes improving information technology governance using COBIT 2019 to enhance the performance and services of information technology. This research employs a qualitative method through observation and interviews, as well as coding techniques useful for data interpretation. Recommendations are provided for the enhancement of e-government implementation in the information technology services of DPMPTSP in Banyumas Regency based on COBIT 2019. The selection of the COBIT 2019 framework is due to its updated information and new guidelines, ease of implementation, and support for effective technology and information governance. The research results include recommendations for processes DSS01, BAI02, BAI05, and BAI03. Based on the provided strategies, the establishment and management of service levels and the management of technology-related strategies are crucial in achieving its business objectives.

Keywords: COBIT 2019, Design Factor, DPMPTSP, e-Governance, Coding Techniques