

ABSTRACT

PT. Len Railway Systems is a subsidiary of PT. Len Industries (Persero), one of the State-Owned Enterprises (SOEs) engaged in Railway Signalling Systems. Currently the IT conditions in the company are still not integrated with each other, each division has its own IT section to support the main tasks in the related division. Conditions like this part of IT is still running respectively so that the utilization of IT is still less than the maximum to provide value for the company. With the IT conditions that are still separated on each division this resulted in the role of IT in this company is limited to supporting companies such as network improvements, infrastructure, and email. This makes IT not yet managed properly because its management still overlaps with other management. So it is necessary to design IT governance so that corporate governance practices can be implemented so as to enhance the company's capability. The governance proposal uses the COBIT 5 framework that focuses on the DSS domain (Deliver, Service, Support).

This research was conducted based on field study and literature study to identify problem in company. Then conducted an assessment based on the existing condition of the company with ideal conditions in accordance with COBIT 5 and obtained a gap that must be met by the company. The result of this research will make recommendation of organizational structure, job description of governance policy, operational standard procedure and key performance indicator is expected to assist PT. LRS to provide value in supporting business processes.

The final result of recommendation in this research has been done validation and verification process by the company to assess the suitability of IT part requirement and to support corporate governance practice. As already implemented in State-Owned Enterprises government regulations that every state-owned company must implement IT governance to support the company's business poses.

Keywords: Information Technology Governance, COBIT 5, Deliver, Service, Support.