

## **ABSTRACT**

### **IT GOVERNANCE DESIGN FOR E-GOVERNMENT ON DSS DOMAIN**

#### **COBIT 5**

#### **(CASE STUDY : DISKOMINFOTIK KBB)**

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In the implementation of e-Government in KBB, Diskominfo KBB has a role in helping to increase the value of e-government index, by designing IT governance for e-Government. In practice of IT governance for e-Government this research uses the COBIT 5 framework and based on Peraturan Presiden No. 95 Tahun 2018 related to e-Government. The focus of this research is the Deliver Service Support (DSS) domain which is then prioritized based on 3 aspects of the approach to determine process priorities, that is compliance with regulations, strategic alignment, and risk assessment. The governance design of e-Government is carried out because the result of the assessment of the e-Government index at KBB has an overall maturity value of 2,61. The goal of IT governance design for e-Government is to help increase the e-Government index value in KBB, increasing the e-Government maturity index value focuses on the e-Government policy domain and governance of e-Government. The result of this research is a recommendation for people, process, and technology. The result of the design of people is in the form of adding job description and HR competencies. The results of the design process are in the form of IT governance of e-Government regulation compliance, Standard Operational Procedures (SOPs) and work instruction on how to operate tools. The result of the technology design produce tools that can be used in implementing IT governance for e-Government. The effect on the assessment of governance design can increase the e-Government maturity index value, an increas of 0,06 or 2,27%.

Keywords : IT Governance, SPBE, COBIT 5, DSS domain.