ABSTRACT

BAPAPSI is an agency within Bandung District Government which is doing services to the needs of internal and external government through the optimization of library services, archives and multimedia-based services. ICT implementation process is conducted by PPI area and the sub-area underneath. The problems in BAPAPSI are every SKPD is not integrated with BAPAPSI when they develop new application or program and also BAPAPSI haven't implemented the IT governance. Based on the capability calculation according to COBIT 5, BAPAPSI is at level 1, which means that some process are not performed well. In this research, COBIT 5 is used as a framework, because of its character which allows holistic approach in order to cover entire organization. The results of this research is designing IT governance model and some documents related to BAI and MEA domain, which is Manage Programs and Projects and Monitor, Evaluate and Assess Performance and Conformance.

Keywords: BAI domain, COBIT 5, IT governance, MEA domain, capability level.