

**ABSTRACT**

***ANALYSIS AND DESIGN OF OPERATIONAL CONTROL  
INFORMATION TECHNOLOGY GOVERNANCE IN SERVICE  
MANAGEMENT AND INFORMATION TECHNOLOGY  
SECURITY MANAGEMENT USING COBIT 2019 FRAMEWORK  
( CASE STUDY : PT NINDYA KARYA (Persero) )***

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*Information technology (IT) has an important role in helping an organization in improving better service, create a product and new service, improve the quality of information, manage the products or services in an organization, and improve the efficiency and effectiveness of business processes to achieve organizational goals. As a state-owned company, PT Nindya Karya also required to have good corporate governance in accordance with the Regulation of the Minister of SOEs Number : PER-03-MBU-02-2018, which contains that information technology can be utilized optimally, measurable, targeted and meet the principles of Good Corporate Governance (GCG). Currently PT Nindya Karya has applied COBIT 5 for the preparation of the ITMP and the ISO for the preparation of Procedures and Standards. In this research, the design of IT governance for the management of IT services and security TI using framework COBIT 2019 that focuses on the process domain BAI06 Manage IT Changes, DSS02 Managed Service Requests and Incident and APO13 Managed Security using the COBIT 2019 Implementation as a method for implementation. the process of this research started with a literature study, interview and filling a questionnaire which is used to analyze and assess the level of capability of the company based on the COBIT 2019. Next will be designing aspects of people, process and technology to complement the results of the assessment capability based on the COBIT 2019.*

**Keywords** : *Information Technology, COBIT 2019, IT Governance, APO, BAI,DSS*