ABSTRACT

Operational Risk Management of SPBE/E-Government Design in Risk Category Human Resources, Data and Information, Application and Security Based on Permen PANRB number 5 of 2020: Case Study Government of West Bandung

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SPBE is an organization that provides information and communication technology to provide services for SPBE users. With a system that needs to be there that needs to be avoided. For this reason, by the provisions of Government Regulation Number 60 of 2008 concerning the Government Internal Control System which requires implementing SPBE risk management. Risk management is an effort to avoid the risk that occurs. One of the government agencies is, the Regional Government of West Bandung Regency has implemented SPBE to serve the people in West Bandung Regency who have agreed to the regulation in Perpres No. 95 of 2018 in article 46 which describes the implementation of SPBE management which is guided by the Indonesian National Standards. Permen PANRB No. 5 of 2020 concerning SPBE Risk Management Guidelines becomes the standard for the application of SPBE risk management. ISO 31000: 2018 is used as a substitute for work in this study and COBIT 5 for risk as an additional reference. In this study, the authors distinguish two types of risk, namely negative risk, and positive risk. The results of this study include profiles that support evaluation and experimentation. This research produced 3 aspects, namely apparatus, process, and technology. In the aspect of competence, it is recommended that it consists of competencies and job descriptions. The process of generating contributions in the form of policies and SOPs. The technology aspect consists of HR development planning and IT risk tools.

Keywords: SPBE**,** Permen PANRB, ISO 31000:2018, COBIT 5 *For Risk*