

ABSTRACT

ASSESSMENT OF IT GOVERNANCE AND MANAGEMENT CAPABILITIES USING COBIT 2019 FRAMEWORK WITH A FOCUS ON DSS DOMAIN (DELIVER, SERVICE, SUPPORT) AT PT XYZ

By

FARHANA ZAHRA

1202194041

In the current digital era, information technology has become a crucial element in supporting the operational and organizational growth. Effective management and good governance of IT infrastructure are essential to ensure the success of an organization in harnessing the potential of IT. PT XYZ, a company in the production and distribution of vaccines, serums, and other healthcare products, is striving to enhance its IT governance and management capabilities in accordance with the principles of Good Corporate Governance. PT XYZ has adopted the COBIT 2019 Implementation framework as a guide for IT management. PT XYZ conducted an assessment of its IT governance and management capabilities with a focus on the DSS (Deliver, Service, and Support) domain within the COBIT 2019 framework. The assessment results indicated that in the DSS domain, a significant portion was rated as fairly good (38.4%), but there were still areas deemed less satisfactory (61.5%). With COBIT 2019 and a focus on the DSS domain, PT XYZ aims to improve its IT governance and management, using the assessment results for enhancements and providing added value to the organization while better meeting the needs of its customers.

Keywords: IT Governance, IT Management, COBIT 2019, DSS, Capability Assessment, PT XYZ.