

## **ABSTRACT**

RSPAU dr. S. Hardjolukito is a hospital that provides health services for people in Yogyakarta. RSPAU dr. S. Hardjolukito's mission is to improve/provide the best service. Thus, achieving this mission requires good information technology governance. However, there are several problems in IT governance such as the excessive workload of Infolakta employees, the lack of employee knowledge regarding IT and technological infrastructure that cannot fully meet the needs of the organization. This final project report aims to evaluate gaps and provide recommendations for potential improvements in IT governance at RSPAU dr. S. Hardjolukito, in order to be able to manage IT risks and increase profits. The research method used is a qualitative method approach with interviews. The author chose the 2019 COBIT framework as the standard to be implemented in IT governance. The focus domain in this research is determined from the analysis of the design toolkit which results in a focus on the DSS and the MEA. These recommendations for potential improvements are given to the people aspect, process aspect and technology aspect. With this recommendation, RSPAU dr. S. Hardjolukito is expected to be able to improve the quality of IT security services and regulatory compliance.

Keywords: COBIT 2019, RSPAU dr. S. Hardjolukito, IT governance, DSS and MEA