ABSTRACT

DEVELOPING AGILE IT MANAGEMENT USING COBIT 2019 DEVOPS ON REINSURCO TRANSFORMATION

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Rapid advances in digital technology, intense competition with competitors, and changes in consumer behavior increasingly shifting to the digital world encourage existing companies to increase digital transformation (TD) efforts. Previous studies have identified the impact of Information Technology Governance (TKTI) on organizational performance (KO), with TD as the link. However, more detailed research on applying agile mechanisms in IT development is still needed. The main focus of this case study is ISACA's 2019 COBIT DevOps Focus Area, conducted at ReinsurCo using the Design Science Research (DSR) methodology. Both document analysis and interviews were used to gather data. Seven components from the APO11 Managed Quality, BAI02 Managed Requirements Definition, and BAI03 Managed Solutions Identification & Build, three major TKMTI ReinsurCo objectives, were assessed. The process capability is expected to rise by 36% if this solution is adopted, earning a score of 2.6. The findings from this research will make an essential contribution to the understanding of responsive (agile) IT development management to support TD and provide practical guidance for ReinsurCo and similar companies in managing their digital transformation efforts.

Keywords: *Digital Transformation; IT Governance and Management; Agile; COBIT 2019 DevOps Focus Area; Design Science Research; ReinsurCo*