ABSTRACT

In an effort to support the company's main business goals, PT. XYZ has implemented IT that is structurally managed and executed by the Information Technology Management Unit (UPTI). However, after evaluating the company's IT capability level, UPTI found several areas that were below the established targets and inconsistencies in the planning of IT programs and projects, as well as a lack of monitoring and evaluation of IT service quality. This research aims to conduct an analysis and design of IT governance using the COBIT 2019 framework, focusing on IT service management in the BAI01 Managed Programs, BAI02 Managed Requirements Definition, and BAI11 Managed Projects objectives. The methods used for preparation include literature studies and field research, involving data collection from companies implementing COBIT in IT service management. In the analysis phase, the COBIT framework is used by implementing design factors to evaluate and identify gaps in IT service management, which will help pinpoint improvement areas to enhance the quality of IT service management. From the gap analysis conducted, there are six (6) gaps out of nine (9) management practices in BAI01. For BAI02 Managed Requirements Definition, there is only one (1) gap out of four (4) management practices. Meanwhile, for BAI11 Managed Projects, there are four (4) gaps out of nine (9) management practices. Furthermore, recommendations based on the people, process, and technology aspects are provided to address the identified gaps. For proposed improvement recommendations, there are recommendations with responsibility, skill & awareness, and communication types for the people aspect. In the process aspect, there are recommendations with policy and procedure types. And in the technology aspect, there are recommendations with tool types. The results of this research are expected to provide practical guidance for organizations in implementing COBIT to better manage IT services and achieve the targeted capability level set by the company. By applying the COBIT framework, the company can enhance operational efficiency, IT service reliability, and compliance with relevant regulations and standards.

Keywords: *IT Governance, PT. XYZ, IT Service Management, COBIT 2019, BAI01, BAI02, BAI11*