

ABSTRACT

ANALYSIS AND DESIGN OF INFORMATION TECHNOLOGY GOVERNANCE AT PT. XYZ USING COBIT 2019 FOR OBJECTIVES APO11 AND APO12

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Abstract— Currently the implementation of information technology (IT) has become a necessity in the business processes of a company. IT can assist in the decision-making process in the company, especially in providing accurate, up-to-date and complete information for decision makers, so that strategic decisions or policies taken are right on target and according to the company's needs in achieving the company's targets and goals.

However, IT implementation is not easy, let alone to ensure its alignment with the company's business strategy. One solution that can be tried is to adopt IT governance; using the most widely used framework, namely: COBIT. This study aims to evaluate PT XYZ's IT governance system from the perspective of IT risk management and IT quality management, conduct gap analysis and provide IT governance recommendations in the scope of IT risk management and IT quality management.

The case study taken is at PT. XYZ, especially in the IT unit in the company. To achieve the research objectives, a design factor analysis was carried out to obtain the target capability level and an assessment was made of the current condition of the company's IT governance. From these two activities, it was found that there was an imbalance in the APO 11 process, namely there were 3 gaps in the assessment that had been carried out and APO12, namely there was 1 gap in the assessment that had been carried out. Recommendations for improvements are proposed to overcome the imbalance in the 2 processes. By implementing these recommendations for improvement, it is expected that PT. XYZ can achieve the targeted capability level so that it can help companies to benefit from IT implementation.

Keywords—***APO11, APO12, COBIT 2019, Risk Management, and Quality Management.***