

ABSTRACT

The rapid development of information technology (IT) encourages companies to improve operational efficiency and support business growth through the optimal utilization of IT infrastructure. However, not all companies have implemented effective IT governance. PT XYZ, a company operating in the packaging industry, faces challenges due to the absence of IT governance implementation. IT governance is essential to ensure that the use of IT supports and aligns with business objectives. This study aims to evaluate the readiness of IT infrastructure at PT XYZ in supporting effective IT governance. The evaluation was conducted using the COBIT 2019 framework, specifically focusing on the BAI09 domain (Managed Assets). The research approach employed is Design Science Research, which includes the stages of problem identification, data collection through interviews and observations, capability level analysis of IT infrastructure, and the formulation of recommendations based on gap analysis between the current and expected conditions using references from COBIT 2019 and ITIL 4. The results indicate that the IT infrastructure at PT XYZ is still at a low capability level, with major barriers including the lack of asset documentation, absence of standard asset management procedures, and limited monitoring of asset lifecycle. The recommendations provided include improvements in the asset inventory process, development of standard operating procedures (SOP), staff training related to IT infrastructure management, and the application of best practices based on ITIL 4. This study contributes by providing an evaluation of IT infrastructure readiness and a systematic improvement plan to support IT governance in medium-sized enterprises. With the implementation of these recommendations, PT XYZ is expected to optimize the use of technology, enhance operational efficiency, and strengthen business competitiveness.

Keywords— *COBIT 2019, IT Infrastructure, ITIL 4, IT Governance*