

ABSTRACT

Effective information technology (IT) governance is a crucial foundation for organizations in facing the challenges of digital transformation. PT Indotek Buana Karya, as an IT solution provider, seeks to implement COBIT 2019 as an IT governance framework integrated with business strategy. This study aims to evaluate the level of readiness of the company's business processes in supporting the implementation of COBIT 2019, identify Gaps between dimensions, and develop recommendations for improvement based on Critical Practices (CPs). The method used is a structured interview with the Business Process Orientation (BPO) framework guide, including an assessment of 15 dimensions of CPs and Performance Outcomes, converted into a Likert scale of 1–7 and analyzed descriptively and cluster mapping. The results show that the average level of business process maturity is in the High category (6.19), but there are still disparities in the three Moderate dimensions, namely Supplier Orientation, Employee Satisfaction, and Organizational Performance Value, as well as a number of High dimensions that have not reached Very High. Mapping shows that the organization is in cluster C3 – IT Laggards, which is an entity with a fairly good internal system but has not been integrated strategically and comprehensively. Therefore, a high average value does not guarantee readiness for COBIT 2019 implementation if it is not accompanied by a balance between dimensions. This study suggests improvements to these critical dimensions by referring to the Governance and Management Objectives (GMO) domain in COBIT 2019.

Keywords — Business Process Orientation, Critical Practices, Performance outcome, IT Governance, Maturity Level,