

## ***ABSTRACT***

*Harapan Sehat Bumiayu Hospital faces several challenges in managing its information technology, particularly in aligning IT governance with business strategies. In addition, the absence of a standardized governance framework based on COBIT 2019 makes it difficult to evaluate the effectiveness and capability level of existing IT processes. This study aims to analyze the capability level of IT governance and provide improvement recommendations using the COBIT 2019 framework through the Design Factor approach. Data collection was conducted through observation, interviews, and questionnaires involving management and IT staff, focusing on two domains: BAI06 (Manage Changes) and DSS05 (Manage Security Services). The assessment results indicate a one-level capability gap, specifically in BAI06 from level 2 to level 3, and in DSS05 from level 4 to level 5. These findings show that IT governance at Harapan Sehat Hospital is functioning relatively well but still requires improvements, particularly in process documentation, change management, and strengthening information security practices. The implementation of the COBIT 2019 framework is expected to assist the hospital in establishing measurable IT governance that aligns with business strategies, enhances operational effectiveness, and supports efficient technology-driven services.*

**Keywords:** *COBIT 2019, IT Governance, Capability Level. Hospital*