

ABSTRACT

The role of Information Technology (IT) is very important in the rapidly growing digital era, especially in creating effective and efficient performance in an agency or company. The use of IT has become a necessity that must be implemented to continue to grow. However, the main challenge faced is aligning business processes and information technology effectively. XYZ Institution is experiencing problems in the software development aspect, so it requires improvements to its IT governance. This research aims to analyze and improve IT governance at XYZ Institution using the COBIT 2019 framework. The method used includes determining targets, identifying existing conditions, and analyzing gaps, which then results in comprehensive recommendations covering three aspects: people, process, and technology. The implementation of these recommendations is expected to help XYZ Institution achieve a level of capability that matches the desired target. Thus, XYZ Institution can improve its operational effectiveness and efficiency in line with its strategic goals.

Keywords: IT Governance, COBIT 2019, Design Factor, Software Development, BAI02, BAI03.