ABSTRACT

OPTIMIZATION OF INFORMATION TECHNOLOGY GOVERNANCE OF UMMU HANNI MATERNAL AND CHILD HOSPITAL WITH THE IMPLEMENTATION OF COBIT 2019

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Optimizing information technology governance (ITG) is a strategic effort to improve the effectiveness and efficiency of information systems in an organization. This study uses the COBIT 2019 framework to analyze the level of IT governance capabilities at the Ummu Hanni Mother and Child Hospital, which faces challenges such as hardware limitations, security attacks, and lack of IT resources. Data were collected through observation, interviews, and questionnaires with a Design Science Research approach. The results of the study indicate a gap in the APO12, BAI02, BAI03, BAI06, and BAI07 domains, with current conditions at level 2-3, while the expected target is level 4. Recommendations include periodic risk evaluations, active stakeholder involvement, solution monitoring, staff training programs, and implementation of response time standards. Proper implementation is expected to improve the quality of health services through more optimal IT management, in line with the Minister of Health Regulation Number 82 of 2013. This study provides an important contribution to improving the efficiency and effectiveness of IT governance in the health sector.

Keywords: *Information Technology, COBIT 2019, Design Science Research, Capability Level*