

ABSTRACT

The rapid advancement of information technology has become an important factor in supporting business operations and strategies, especially in the current era of globalization. Technology is not just a tool, but has become an important part of creating efficiency, increasing productivity, and strengthening competitiveness. However, not all companies have sufficient awareness and understanding of the importance of good information technology governance. This unpreparedness risks causing operational disruptions, reducing efficiency, and hindering the achievement of business goals. PT XYZ is one of the manufacturing companies engaged in the production of rigid box packaging with various designs. Despite serving many clients and having strong business potential, the company does not have adequate information technology governance. This research aims to evaluate the condition of information technology governance at PT XYZ and design a solution based on the integration of two international frameworks, namely ISO/IEC 38500 and COBIT 2019. The method used is Design Science Research, with stages of problem identification, needs analysis, solution design, and evaluation of results. The focus of the analysis is directed at two main domains in COBIT 2019, namely BAI04 Manage Availability and Capacity and BAI09 Manage Assets. The analysis process is carried out by mapping activities in the BAI04 and BAI09 domains to the ISO 38500 principles. Based on the results of the analysis using Capability Assessment of the BAI04 Manage Availability and Capacity and BAI09 Manage Assets domains, it is known that IT governance at PT XYZ still has a number of gaps, especially in terms of managing service capacity and information technology assets. To answer this, the researcher designed recommendations based on the performance principles described, including aspects of people, process, and technology, and developed an implementation roadmap. By implementing the roadmap, PT XYZ is expected to close the existing gaps and improve the quality of corporate IT governance.

Keywords — Information Technology Governance, ISO 38500, COBIT 2019