

ABSTRACT

The transformation of information technology governance in the public sector requires a comprehensive understanding of organizational conditions, framework suitability, and human resource readiness. This study was conducted to evaluate the level of awareness and readiness for implementing the COBIT 2019 framework as a transition from the previous version, COBIT 5, within the Department of Communication and Informatics (Diskominfo) of Bandung City. The research applied the Design Science Research (DSR) approach, using methods such as document analysis, semi structured interviews, and thematic analysis based on four dimensions of awareness: cognitive, affective, behavioral, and readiness for change.

The results show that Diskominfo has a clear strategic direction in strengthening IT governance. However, understanding and engagement from employees, especially those in non technical units, are still uneven. The mapping of Design Factors in COBIT 2019 points to two main priority areas: risk management and service continuity. These priorities are aligned with the need to ensure system resilience and data security. However, implementation has not yet been optimal due to limited literacy in governance concepts and a lack of structured coordination across departments.

This research produces strategic recommendations in the form of a practical roadmap to strengthen awareness, along with a plan for implementing relevant Governance and Management Objectives (GMO) that reflect the specific context of the organization. These findings are expected to serve as a useful starting point for other public institutions aiming to adopt a more adaptive, participative, and sustainable model of IT governance..

Keywords—COBIT 2019, awareness, IT governance, design factor, public sector, Diskominfo.