

ABSTRACT

The rapid advancement of information technology compels organizations to implement adaptive, structured, and sustainable IT governance. PT Indonesia Asahan Aluminium, or PT Inalum, as a strategic state-owned enterprise, faces challenges in managing IT risks that are not yet properly documented, as well as in handling IT system changes that remain insufficiently controlled. These issues can lead to operational disruptions and reduce the reliability of IT services.

This research aims to evaluate the Information Technology (IT) governance at PT Indonesia Asahan Aluminium (PT Inalum) using the COBIT 2019 framework. The main focus is directed toward two domains: APO12 (Manage Risk) and BAI06 (Manage IT Changes), selected based on the results of design factor analysis and the high importance values of these domains in supporting the company's strategic objectives. The APO12 domain plays a crucial role in ensuring that IT-related risks are proactively managed, while BAI06 focuses on managing IT changes systematically to align with business needs.

The research methods employed include interviews, questionnaires, and internal documentation, which were analyzed using process capability assessment and responsibility mapping through a RACI table. The results indicate that the capability level for the APO12 domain is at Level 3 (Established Process), while the BAI06 domain is at Level 2 (Managed Process). This shows that although the processes are being carried out, there are still gaps that need to be addressed in order to reach a higher level of capability that aligns with optimal governance standards. Based on these findings, a series of improvement recommendations were formulated, covering the aspects of people, process, and technology, and were designed by considering the roles and responsibilities of each organizational unit within PT Inalum. It is expected that the outcomes of this research will serve as a reference for PT Inalum in enhancing its IT governance capabilities in a sustainable manner and supporting the success of its digital transformation efforts.

Keywords: IT governance, COBIT 2019, PT Inalum, risk management, change management, capability evaluation