

ABSTRACT

The importance of IT Governance lies in the design and control to measure the level of maturity of IT performance that has been implemented, as well as providing value and contribution to stakeholders from both internal and external. PT Ecomindo Saranacipta is a company engaged in the Software Developer Service, which develops software. The company has a vision of accelerating digital lifestyles through captive companies and potential markets. Therefore, the company needs to implement a proactive work system, focus on innovation and achievement, and strengthen teamwork. This step is an effort to achieve Good Corporate Governance. However, until now PT Ecomindo Saranacipta has not assessed and implemented IT governance in its company operations. The research methods used are literature studies and semi-structured interviews, literature studies are conducted on various types of books, journals, and websites. While semi-structured interviews are conducted by interviewing the company regarding existing problems in the company, stakeholder needs, to the condition of business processes in the company. This research aims to design IT governance using the COBIT 2019 phase 1-4 framework and focuses on the Deliver, Service and Support (DSS) domain. After analyzing IT in the company by assessing design factors, and assessing capabilities, gaps were found from the assessment of IT governance capabilities in the company. In the DSS02 domain, the company has not prioritized incidents. In DSS03, the company has not prioritized problems based on business impact and urgency. In DSS04, there is no BCP and DRP document as a procedure for treating disruptions or disasters, and ensuring business continuity and recovery after a disruption or disaster. With this research, it is hoped that PT Ecomindo Saranacipta will review the condition of IT governance in the company, and consider the results of IT governance design recommendations including recommendations from the aspects of people, process, and technology.

Keywords - *IT Governance, PT Ecomindo Saranacipta, COBIT 2019, DSS.*