

ABSTRACT

PT. INTI (Indonesian Telecommunications Industry) is a company engaged in telecommunications business which was originally based on pure manufacturing into a industry based systemic solution, particularly in the field of communication information systems and technology integration. Based on the results of the calculation of capability level at PT. INTI using COBIT 5 on the BAI domain, PT. INTI at the level of 1. So it can be interpreted that there is no clear communication to IT implementation at PT. INTI. This is evidenced by the absence of an agreement which clearly describe the description of IT services and the absence of clear procedures in the handling of the incident. So it is necessary to design IT governance using COBIT 5 framework on BAI domain.

In this research, a framework that will be used is COBIT 5 because that is comprehensive and holistic thus it fits with PT.INTI that is categorized as an enterprise and run many business processes. Designing IT governance conducted through five stages: initiation, data collection and analysis phase, design phase, reporting and the conclusion stage.

Results of this research is to design of IT governance model and design of documents related BAI domain, in particular the process of Manage Programmes and Projects and Manage Availability and Capacity.

Keywords : IT Governance, COBIT 5, BAI domain