

ABSTRACT

Dinas Komunikasi dan Informatika are government agencies that require a good IT Governance and Management in order to achieve the goal of GGG (Good Government Governance) with the realization of Jabar Smart Province. Based on the results of the study concluded that Diskominfo Jabar not been able to implement good practice of IT Governance and Management, so needed a design of Governance and Management of IT on Diskominfo Jabar. The framework used is COBIT 5. This research is conducted on the Build, Acquire and Implement (BAI) domains of BAI01 Manage Programs and Projects, BAI02 Manage Requirement Definitions, BAI03 Manage Solutions Identification and Build, BAI08 Manage Knowledge and BAI10 Manage Configuration. The design of Good Corporate Governance and IT Management will be based on the seven enabler analysis in Diskominfo Jabar and identify the results of gap analysis. The result of this research orecommendation people that is new organizational structure, process design that are policy document, SOP and work instruction, and also technology design that are using ManageEngine Service Desk Plus and FreshService. The results of these are expected to support the realization of Good Governance and Management of IT for Diskominfo Jabar.

Keywords: COBIT 5, IT Governance and Management, Seven Enabler, BAI