

ABSTRACT

**ANALYSIS AND DESIGN IT GOVERNANCE AND
MANAGEMENT BASED ON COBIT 5 DOMAIN DELIVER,
SERVICE, SUPPORT (DSS): CASE STUDY DISKOMINFO
JABAR**

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In achieving “Jabar Smart Province” as Diskominfo requires good implementation of IT governance and management. The frameworks used as a basis for implementing governance is COBIT 5 Framework. In practice COBIT 5 the implementation still not meet the criteria, it’s reinforced by the absence of an IT governance policy on the organization. The focus on the reserach is COBIT 5 process domain deliver, service, and support (DSS). The design of IT governance and management that refers to the seven enabler context is needed in practices to improve. In the early stages are to do assessment and analysis of gaps in the context to develop a governance plan. The results obtained in the assessment process is the level of capability of the average DSS domain process results in Diskominfo Jabar still in level 0 or included in the category of not achieved based on guidelines COBIT 5 Process Assessment Model. Therefore, the need for a design of information technology governance is required. Related to the design recommendations prepared in this study, there are several documents to support the implementation of processes in the organization. The documents produced are in the form of policy, standard operating procedure (SOP), and work instructions (IK). In the proposed policy documents are policies on the application of a good culture to the organization, management of continuity, operations management, and management of IT services. In the SOP proposal document there are four outcomes that are operations management procedure, service and incident management procedure, management continuity strategy procedure, and

management problem procedure. The results obtained in the work instructions document are guides using freshservice tools as support for service request and incident operations.

Keywords: *Framework COBIT 5, Information Technology Governance, Domain DSS, Seven Enabler, Prioritize Process*