

ABSTRACT

INFORMATION TECHNOLOGY GOVERNANCE DESIGN OF ELECTRONIC BASED GOVERNMENT SYSTEM USING COBIT 5 FRAMEWORK DOMAIN DELIVER, SERVICE AND SUPPORT (DSS)

**(Case Study: Cimahi City Government Office of Communication, Information,
Archives and Library)**

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The Office of Communication, Information, Archives and Library of the City Government of Cimahi is an agency that organizes government affairs and has duties in the fields of Communication, Information, Statistics and Coding. The Office of Communication, Information, Filing and Library has a mission to improve the quality of implementing good governance through improved services, including information services, public communication services, statistical services and e-government providers.

Based on the results of the Electronic Based Government System indicator assessment and the seven enabler assessment on the DSS domain, several problems were found such as the absence of SOPs and policies governing IT governance, making work agreements, and there are no applications that support the IT governance process.

IT governance design uses the COBIT 5 framework which focuses on DSS01 Manage Operations, DSS05 Manage Security Service and DSS06 Manage Business Process Controls. This study identified the ideal condition of the seven enabler on COBIT 5 with the current conditions in the Cimahi City Government Communication, Informatics, Archives and Library Office. The results of this study are in the form of people recommendations, process recommendations and technology recommendations. In the form of documents that can be applied in the Office of Communication, Information, Archives and Library of Cimahi City Government

Keywords: COBIT 5, DSS, IT Governance