

ABSTRACT

DESIGN OF INFORMATION TECHNOLOGY GOVERNANCE FOR TRANSFORMATION IN THE BANKING INDUSTRY USING COBIT FRAMEWORK 2019 DOMAIN *ALIGN, PLAN, AND ORGANISE* : CASE STUDY OF BANK XYZ

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Designing IT governance for digital transformation at Bank XYZ is a way to control the risks that occur and ensure that the resources in the company run properly. The purpose of designing information technology governance for digital transformation at Bank XYZ is to assist companies in developing technology supported by governance to control risks that may occur and ensure that the resources in the company are used properly. Bank XYZ is one of the state-owned banks that must comply with the regulation of the Ministry of State-Owned Enterprises Number: S-122/MBU/DSI/05/2021 which requires an independent IT Maturity Level Assessment with a target score of 3 using the latest version of the COBIT framework. It is necessary to design IT governance to transform digitally at Bank XYZ COBIT framework 2019. The focus of this research is the APO domain in the APO05 Process – Managed Portfolio, APO07 – Managed Human Resource, and APO11 – Manage Quality which is prioritized based on an assessment using the COBIT toolkit design factor. The results of this study are in the form of recommendation documents for the design of people, processes, and technology. The results of the design of people in the form of detailed responsibilities and companies need employees who are competent in managing portfolios and quality. The result of the design is the addition of SOP recommendations and work instructions. The results of the technology design are in the form of software recommendations that will help companies easily implement digital transformation. The influence on the assessment of governance can increase the value of the company's index by 0.32 or 6.4%. This research can practically help XYZ Bank to prioritize IT governance to support digital transformation, while academically it provides an example for further IT governance priorities towards digital transformation in one bank organization.

Keywords: Digital Transformation, IT Governance, XYZ Bank, COBIT 2019, and APO