

ABSTRACT

IT GOVERNANCE DESIGN FOR DIGITAL TRANSFORMATION IN BANKING INDUSTRY ON DELIVER, SERVICE AND SUPPORT DOMAIN COBIT 2019: CASE STUDY BANK XYZ

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In the implementation of IT Governance for digital transformation in Bank XYZ, this research uses to deliver, service, and support domain COBIT 2019. Based on Ministry of Indonesian: State-Owned Enterprises which are required to carry out independent Assessment IT Maturity Level with a score of 3 using the latest framework. The focus of this research is the DSS domain on DSS03 – Manage Problem, DSS01 – Manage Operation dan DSS02 – Manage Service Request Incident process prioritized based on assessment using the COBIT toolkit design factor. The purpose of designing information technology governance for digital transformation at Bank XYZ is to assist Bank XYZ in adjusting the company's role in technological developments supported by governance to control risks that may occur and ensure that the resources in the company are used properly. The results of this research are documents recommendations for people, process, and technology design. The results of the people design are responsibilities detailed and the company requires competent employees to handle problems and incidents. The result of the process 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 effect on the assessment of governance design can increase the value of the company's, an increase of 0,36 or 7,2%. This research practically helps Bank XYZ to prioritize IT governance to support digital transformation, while academically it provides examples of IT governance priorities towards digital transformation in companies in the banking industry.

Keywords: IT Governance, COBIT 2019, DSS, Digital Transformation.