

## **ABSTRACT**

*Industry 4.0 is always evolving, making digital a big leap in the industrial sector, information and communication technology. Based on presidential regulation number 95 of 2018 concerning SPBE which aims to create clean, effective, open and responsible governance as well as quality and reliable public services, therefore an evaluation needs to be carried out to make it happen. However, with the change in the SPBE evaluation guidelines which have used the PERMEN PAN-RB guidelines no. 59 of 2020 concerning Monitoring and Evaluation of SPBE makes government agencies carry out significant changes and developments to be able to maintain the predicate and increase the value of the maturity level of SPBE to be able to achieve the desired target, in balancing these changes it is necessary to evaluate the implementation of SPBE by assessing the level of maturity SPBE. The SPBE evaluation carried out in this study focused on the SPBE service domain which was carried out using gap analysis to assess every aspect and indicator in the SPBE service domain by going through the process of observing and reviewing the available supporting data and conducting an independent assessment of the existing supporting data based on PANRB Ministerial Regulation No. 59 of 2020. The evaluation that has been carried out in this study resulted in an index value of the SPBE service domain of 3.16 with a value coverage of 2 domain aspects, namely, electronic-based government administration services and electronic-based public services, with a total of 16 indicators that are the main focus. evaluation implementation. To be able to maintain the existing predicate and maintain and improve the quality of the use of SPBE services, there are recommendations that can be used as solutions to improve the quality and value in the use of SPBE Diskominfo services in Bandung.*

**Keywords— Information technology, SPBE, service domain, evaluation, PAN-RB Ministerial Regulation 59/2020**