ABSTRACT

ANALYSIS AND DESIGN OF INFORMATION TECHNOLOGY GOVERNANCE AT DINAS KOMUNIKASI DAN INFORMATIKA *KABUPATEN BOJONEGORO USING COBIT 2019 FRAMEWORK*

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Dinas Komunikasi dan Informatika Kabupaten Bojonegoro *is one of the Bojonegoro Regency government agencies that has the task of carrying out regional duties in the field of communication and informatics. Dinas Komunikasi dan Informatika Kabupaten Bojonegoro is responsible for carrying out the second mission of Bojonegoro Regency, namely Realizing Clean, Transparent and Responsive Governance. In order to do this mission, it is necessary to prepare Information Technology Governance as a guide in implementing the Electronic-Based Government System. In this study, the first stage of the domain process will be researched using the COBIT 2019 toolkit design which is then carried out an assessment of the capabilities related to the selected domain process. The process domains are APO07 Managed Human Resource, BAI08 Managed Knowledge, DSS01 Managed Operation, DSS02 Managed Service Request and Incidents and DSS03 Managed Problem. Based on the results assessment capability, several problems were found, such as the absence of policies related to the IT management governance process, the absence of work instructions related to the management of problems that occur, and the absence of applications that support the governance process that supports the development of an Electronic-Based Government System. Because of these problems, it is necessary to design IT Governance at the Communication and Information Office of Bojonegoro Regency for the creation of good IT Governance and in accordance with the objectives of the relevant agencies. The results of this study are in the form of recommendations for policy designs, documents and applications that are expected to be applied to the* Dinas Komunikasi dan Informatika Kabupaten Bojonegoro.

Keywords—Information Technology, Information Technology Governance, COBIT 2019, APO, BAI, DSS.