ABSTRACT

Information Technology (IT) is often used by government agencies to support the achievement of government goals, the higher the utilization of IT in government agencies, the higher the threats and risks that occur. The XYZ Regency Government is one of the government agencies that implement the Electronic-Based Government System (e-Government). The implementation of e-Government through the use of IT to provide services to users requires risk management. The use of IT based on risk management makes it easier to achieve goals, reduce risks, and protect IT resources of government agencies. This study aims to identify potential risks that occur using the Regulation of the Minister of Administrative and Bureaucratic Reform Number 5 of 2020 concerning Guidelines for Risk Management of Electronic-Based Government Systems. The results show that there are 23 possible risks that occur, divided into two categories, including positive risks and negative risks. Positive risks include the suitability of e-Government services with the national e-Government master plan, flexibility of e-Government architecture, conformity of e-Government implementation with the vision and mission as well as related regulations, employee work flexibility, suitability of e-Government infrastructure needs and agency priorities, timeliness of e-Government project completion, implementation of information security (data backup), and updating of e-Government business processes and services. A high impact negative risk analysis is the lack of IT training for staff organized by local governments. Based on the evaluation, it is necessary to have a risk mitigation plan for e-Government related to the lack of expertise of staff in accessing applications, phishing, breaking into local government websites, damage to hardware components, and mismatch of IT skills and e-Government needs.