## BAB I

## Introduction

Information technology (IT) has become a very important requirement for organizations to increase their productivity [13]. The development of technology today offers many benefits. Individuals, institutions, and government agencies often use IT to support the achievement of organizational goals. This shows that in Indonesia, the use of IT has become an important part of the sustainability of an organization's business processes. In addition to the rapid development of IT, there are still many vulnerabilities and risks in IT implementation, the higher the application of IT in an organization, the higher the threats and risks that occur [14]. Some organizations are still unable to identify and manage threats and risks that will arise after the company implements IT. Therefore, there is a need for risk management that aims to facilitate the achievement of business goals, reduce risk and protect IT in the company [4].

In response to the development of information technology in Indonesia, the President of Indonesia issued Presidential Regulation (PERPRES) Number 95 of 2018 concerning Electronic-Based Government Systems with the aim of increasing the integration and efficiency of electronic-based government systems. In the implementation of e-government, local governments are required to carry out risk management according to Indonesian National Standards as stated in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (PERMENPAN RB) Number 5 of 2020 [5].

XYZ Regency is one of the local government agencies that has implemented an Electronic-Based Government System in its government system. E-government is the administration of government that uses information and communication technology to provide services to e-government users. E-government is aimed at realizing effective, efficient, and sustainable governance, as well as quality e-government services [2]. With the development of technology, it will certainly affect the XYZ government which relies on technology as its government system. Therefore, the XYZ Regency government needs to implement risk management to reduce and overcome IT risks that hinder the achievement of organizational goals related to the use of IT itself. Risk management can help develop SPBE so that the services used can work optimally [7].

Therefore, the authors conducted research on e-government risk management in the XYZ Regency Government using the PERMENPAN RB guidelines No. 5 of 2020. The purpose of this study was to take risks that occurred in the XYZ Regency Government by identifying sources of risk, estimating the impact and recommendations for management risk.

As also used in the journal entitled "E-government Operational Risk Management Design in the Risk Category of Infrastructure, Applications, Services, data and information (Case Study of Bandung City Government)", the approach method used both uses qualitative methods and uses both PERMENPAN RB guidelines no. 5 of 2020, but the journal is limited to the focus of the risk categories taken, namely infrastructure, applications, services, data and information only [5]. So in this study the researchers wanted to identify risks based on 16 e-government risk categories. So the results obtained will be different from previous studies.