

ABSTRACT

The development of information technology (IT) and its use has increased over time and has improved the performance of the PT XYZ company. PT XYZ is a leading company in the pharmaceutical sector. In the Minister of State-Owned Enterprises (BUMN) regulation number PER-02/MBU/02/2018, it is explained that Information Technology at the Ministry of BUMN needs to be managed and utilized effectively and efficiently. This regulation also explains that regarding achieving Good Information Governance, there is a need for regulations related to Information Technology Governance. One solution to achieve this is by implementing IT Governance in implementing, reviewing and monitoring IT. To achieve this, PT In this research, data collection was carried out using quantitative methods, interviews and observations to support data completeness. The results of the research are expected to help PT XYZ can be seen in the results of the capability level assessment using the COBIT 2019 framework in the BAI04, BAI06 and BAI10 domains. Apart from that, there are gaps in the implementation of IT governance that has been carried out, so there is a need for potential improvements in the people aspect, process aspect, technology aspect. The recommendations given in domain BAI04 for companies focus on understanding and improving services through analysis of past and current service trends, while in domain BAI06 to focus more on ensuring that clinical trial documents remain valid and in accordance with requirements, and in domain BAI10 companies should creating reporting that is more structured, transparent and efficient.

Keywords - IT Governance, Information Technology Management, COBIT 2019, BAI (Build, Acquire, and Implement).