

ABSTRACT

By:

Bq. Dinda Tarbiyatuzzahrah

1202194329

Currently, the rapid development of information technology (IT) causes technological disruption, so companies must adapt to major changes related to digital transformation (DT), especially in the Indonesian banking industry in order to be able to compete competitively and innovatively in the ever-changing digital era. However, it is not uncommon for DT to fail to be implemented due to the imprecise implementation of IT governance. As a company under the auspices of a State-Owned Enterprise (SOE), there is a new direction regarding the principles of corporate governance that is in accordance with the plans of the Indonesian financial services sector regarding the acceleration of DT and from the old direction it has also involved SOE to conduct an independent IT maturity assessment. This study uses Design Science Research (DSR) as a method of conducting research and uses semi-structured interviews and triangulation of internal and external documents in collecting data. Furthermore, these data serve as a support in prioritizing information technology governance and management (ITGM) objectives which are analyzed through the 2019 COBIT design factors, the process mechanism for IT governance, and the main activities in managing IT services. The priority objectives of ITGM produced are DSS05 Managed Security Service, BAI06 Managed IT Changes, and BAI04 Managed Availability and Capacity. Furthermore, based on the priority objectives of ITGM, an assessment of the seven components of the governance system is carried out, an analysis of the interests of the seven components, preparation of recommendations for improvement, preparation of an implementation roadmap that can be used by BankCo as a reference for implementation priorities, as well as comparative estimates before and after improvements are made, and visible improvement process capability of 0.1 (3%). This research is expected to be a reference for practitioners in implementing the COBIT 2019 Governance and Management Objective (GMO) framework to design IT service management based on recommendations for improvements for companies in dealing with DT.

Keywords: *Digital Transformation, IT Governance and Management, IT Service Management, COBIT 2019 Governance and Management Objective, BankCo.*