

ABSTRACT

IT SERVICE MANAGEMENT DESIGN FOR REINSURCO TRANSFORMATION USING COBIT 2019 GMO

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In the context of developments in Information Technology (IT) in the Indonesian insurance sector, key organizations such as ReinsurCo must accelerate the digital transformation (DT) process to remain competitive. Even though there are often obstacles in implementing TD due to ineffective information technology governance (ITG), ReinsurCo, as a BUMN supervised by the OJK, must comply with regulations such as PER-2/MBU/03/2023 and the 2021-2025 Financial Services Sector Master Plan, which emphasizes TD. This research involves five steps of DSR: problem description, requirements specification, design and development, demonstration, and evaluation. Data was collected through semi-structured interviews and triangulation of internal documents. Analysis using COBIT 2019 Governance and Management Objectives (GMO), application of design factors, focus areas, and ITG mechanisms influencing DT produces three priority GMOs: DSS04 Managed Continuity, APO11 Managed Quality, and DSS06 Managed Business Controls. A gap evaluation was conducted to produce recommendations that will guide ReinsurCo in implementing and increasing GMOs by an average of 0.2 (6.1%). This research contributes to understanding IT service management, which is a priority to support TD, especially for ReinsurCo, in achieving successful strategic planning and the insurance industry.

Keywords: *Digital Transformation, IT Governance, IT Service Management, COBIT 2019 GMO, ReinsurCo.*