

ABSTRACT

UTILIZATION OF COBIT 2019 DEVOPS IN DESIGNING AGILE IT DEVELOPMENT MANAGEMENT IN BANKCO TRANSFORMATION

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The development of digital technology requires companies that have implemented information technology governance (ITG) to adapt to the latest mechanisms that support digital transformation (DT) quickly and flexibly. To face this challenge, BankCo is accelerating DT in accordance with the Direction of the Indonesian Financial Services Sector Master Plan 2021-2025. This requires fast and adaptive IT development, especially to meet the need for IT tools that support ITG at BankCo to realize optimal digitalization throughout the company. This research uses the COBIT 2019 DevOps framework and the Design Science Research research method to assess 7 components of the governance system based on interviews and document triangulation. By analyzing design factors, mapping focus areas, and the relevance of the ITG process mechanisms that influence DT, 3 priority controls were obtained, namely BAI03 Managed Solutions Identification and Build, DSS05 Managed Security Services, and BAI07 Managed IT Change Acceptance and Transitioning. The results of the assessment of the 7 components of the governance system for each priority control resulted in several gaps which prompted the need for recommendations for improvement covering aspects of people, process, and technology. The improvement implementation roadmap was prepared based on resource, risk, and value (RRV) analysis. Implementation of these recommendations is expected to provide significant improvements and improvements in BankCo's operations and IT services to make them more adaptive, responsive, and efficient in carrying out rapid business transformation.

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