ABSTRACT

DEVELOPING AGILE INFORMATION TECHNOLOGY DEVELOPMENT MANAGEMENT FOR TRANSFORMATION IN INSURCO USING COBIT 2019 DEVOPS

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The rapid development of industries has had a significant impact on the advancement of Information Technology (IT). This, in turn, triggers changes in various fields, giving rise to challenges, especially in facing increasing complexities and intensities. Digital Transformation (DT) plays a crucial role for companies to achieve their objectives. Information Technology Governance (ITG) is a way of planning how to apply and utilize IT optimally and in line with business needs. Traditional ITG mechanisms are no longer valid and require adjustments. The establishment of an agile IT development management using the COBIT 2019 framework focus area: DevOps is one effort to optimize, enhance quality, and improve efficiency in IT development processes. InsurCo, as a state-owned enterprise, is mandated to implement ITG based on the regulation PER-2/MBU/03/2023. The objectives of agile IT development management required by InsurCo are obtained based on design factors, assessment results, and digital transformation mechanisms, resulting in the prioritized IT development management goals: DSS05 - Managed Security Services, APO01 - Managed I&T Management Framework, and BAI10 - Managed Configuration. recommendations for improving IT development management objectives, based on the seven components of COBIT 2019, result in improvements in the people and process aspects. In the people aspect, the recommendation involves adding responsibilities. In the process aspect, policy and SOP recommendations are proposed to enhance quality, efficiency, and consistency in task and process implementation. Before implementing the improvements, the assessment received a score of 2.41, and after implementing the improvements, there was an increase of 0.4 or 7.66%, resulting in a score of 2.81. This research practically assists InsurCo in implementing digital transformation with the objective of aligning strategies to achieve company goals.

Keywords: *TKMTI, Agile, COBIT 2019, InsurCo, Digital Transformation*