

Abstract

The Indonesian government must respond appropriately as information technology progresses at lightning speed. The Financial Technology (Fintech) sector is of particular significance since it acts as the bedrock for both technological advancements and the nation's growth. This is a challenge for financial companies such as FintechCo, which are under the auspices of State-Owned Enterprises (BUMN). The problem that FintechCo have is that they must be able to carry out its information technology governance correctly and precisely to comply with the regulations in force in Indonesia. Therefore, the research method used in this study uses five stages of Design Science Research (DSR). The design begins with data collection through semi-structured interviews and studies on internal and external documents. The data will then be designed using the COBIT 2019 DevOps framework to produce Information Technology Governance and Management (ITGM) objectives. The gaps found in the domain DSS05: Managed Security Services, DSS03: Managed Problem, and BAI03: Managed Solution Identification and Build will be designed recommendations based on the aspects of People, Process, and Technology to provide good IT agile services guidelines. There is an estimated 17% increase in the average capability score, from 2.82 to 3.30, across all three GMOs. This research is intended as a contribution in providing knowledge of IT agile services in digitalization in organizations.

Keyword: *Financial Technology, Information Technology and Governance Management (ITGM), Digitalization, COBIT 2019 DevOps, Design Science Research*