ABSTRACT

PT Romi Violeta is one of the largest furniture manufacturing and exporting companies in Indonesia, producing wooden and wicker indoor furniture. This company has implemented information technology to support its business goals, such as marketing websites, production data management systems, furniture design and accounting. However, so far there has never been an in-depth assessment of information technology governance in this company. Insufficient implementation of IT governance has caused various problems, including miscommunication between divisions, production errors, changes without notification, and delays in product output due to employee leave. This problem has a negative impact on sales of PT Romi Violeta products. Therefore, it is necessary to measure and evaluate the maturity level of information technology governance to find the right solution and align PT Romi Violeta's business objectives with the use of information technology. Good IT governance is an important asset for measuring the effectiveness and efficiency of improving business processes supported by IT. This research aims to help PT Romi Violeta identify important processes and provide recommendations for improving IT governance based on the COBIT 2019 framework. The research was conducted using qualitative descriptive methods with direct observation and interviews with PT Romi Violeta stakeholders. The data collected includes primary data through direct observation, in-depth interviews, as well as secondary data from related literature. The COBIT 2019 framework is used to measure the maturity level of IT governance at PT Romi Violeta, especially in the domains BAI06 (Managing Change), BAI09 (Managing Assets), BAI10 (Managing Configuration), and DSS04 (Managing Continuity). The results of this research indicate that PT Romi Violeta needs to focus on improving the important processes that have been identified, including change management, assets, configuration and business continuity. The resulting recommendations include implementing a structured change plan, improving asset identification and protection, better configuration management, and developing a business continuity strategy. By implementing these recommendations, PT Romi Violeta can increase the maturity level of its IT governance and align information technology with the company's business goals.

Keywords: Information Technology Governance, Maturity Level, COBIT 2019, PT Romi Violeta