

ABSTRACT

The rapid development of information technology encourages organizations to optimize IT governance. XYZ Institute of West Java Province needs to ensure IT governance in accordance with business objectives and applicable standards. This research analyzes the IT governance capabilities at XYZ Institution using the COBIT 2019 framework, focusing on domains BAI06 (Manage Change) and BAI07 (Manage Change Acceptance and Transition). Data was collected through interviews, questionnaires, and literature studies. The results found that some areas that need to be improved include more complete formal documentation, more structured evaluation, and more optimal coordination between teams. Recommendations for improvement include developing formal policies and procedures, improving the quality of documentation, implementing more systematic evaluations, and improving coordination between teams. In addition, an implementation roadmap was developed as a guide to the concrete steps that need to be taken. This research provides a comprehensive overview of the state of IT governance at XYZ Institution and provides recommendations to improve the overall capability of the change management process.

*Keywords - **IT governance, change management, COBIT 2019, process capability, Gap analysis***