

ABSTRACT

In the era of digitalization and global interconnection, companies, including Badan Usaha Milik Negara (BUMN) like PT. XYZ, increasingly rely on technology to enhance operational efficiency and service quality. However, technological advancements also bring about increased risks that require effective risk management. This study analyzes risk management in the integrated online service system of PT. XYZ using ISO 31000:2018 guidelines and the FMEA (Failure Modes and Effect Analysis) method from ISO 31010:2009 for in-depth analysis, as well as NIST 800-53 as the standard for control recommendations. The analysis identified 20 potential risks, with 18 risks prioritized using the ISO 31000:2018 approach, and 15 prioritized risks further analyzed using the FMEA method. Control and mitigation recommendations will be provided for these 15 prioritized risks..

Keywords: Risk Management, Integrated Service System, ISO 31000:2018, FMEA (Failure Modes and Effect Analysis), Risk Prioritization, NIST 800-53