ABSTRACT

Public transportation plays a crucial role in enhancing urban mobility. The role of Information Technology (IT) in Trans Jogja is a key aspect of implementing business strategies in the Trans Jogja transportation system. Trans Jogja is a bus transportation system that has invested in Information Technology. However, several issues remain related to IT service management, such as the Trans Jogja application occasionally being inaccessible due to IT-related issues. A comprehensive strategy is required to improve IT governance by mapping improvements aligned with the company's strategic goals. These improvements aim to ensure alignment between IT strategy and business strategy, thereby supporting the achievement of Trans Jogja's strategic objectives optimally. This study employs the COBIT 2019 framework, which provides steps for identifying business objectives, identifying key processes, identifying risks, and monitoring and evaluating processes. The evaluation results indicate that the Capability Levels for APO04 and APO12 yield varying results but have not yet reached the target level 4. The recommendations provided are expected to enhance IT Governance at Trans Jogja to support more effective and efficient operations.

Keywords: *Information Technology, IT Governance, COBIT, COBIT 2019, Capability Level*