

ABSTRACT

This study aims to evaluate the level of Information Technology (IT) governance capability in a financial company using the COBIT 2019 framework approach. The main focus is directed at the DSS04 (Managed Continuity) and BAI04 (Managed Availability and Capacity) domains, which are considered crucial to support the continuity and availability of services. This research is motivated by the company's need to strengthen the foundation of IT governance to align with regulatory demands and internal operational dynamics. The method used is qualitative with observation, interviews, documentation, and document analysis techniques. The results of the capability level assessment indicate that most processes are at the initial level (0–1), while the target set is level 3 (Established Process). A gap analysis is conducted to identify differences between existing and ideal conditions, which then serves as the basis for formulating recommendations. Recommendations cover aspects of people, processes, and technology and are compiled in a four-year implementation roadmap (2024–2027). The year 2024 was chosen because the assessment process begins in the middle of that year and aligns with the OJK regulatory change cycle. This study concludes that structured, documented, and continuous improvement of IT governance is crucial for enhancing a company's operational effectiveness and resilience.

Keywords: COBIT 2019, IT governance, DSS04, BAI04, capability evaluation.