

ABSTRACT

INFORMATION TECHNOLOGY GOVERNANCE DESIGN TO SUPPORT DIGITAL TRANSFORMATION IN THE XYZ PROVINCE GOVERNMENT USING COBIT 2019 WITH DOMAIN BAI (BUILD, ACQUIRE, AND IMPLEMENT)

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XYZ Provincial Government is a government agency responsible for communication and informatics. XYZ Provincial Government faces a number of obstacles such as the mismatch of technology solutions with needs, as well as less than optimal risk management due to the absence of clear IT governance standards. Therefore, it is necessary to analyze and design IT governance to assess existing conditions and provide appropriate improvement recommendations. This research was conducted to analyze the existing condition of IT governance in XYZ Provincial Government based on the COBIT 2019 framework, especially the Build, Acquire, and Implement (BAI) domain by identifying gaps with the expected standards, and preparing recommendations for improvement. The research focus includes four (4) main processes, namely BAI01 Managed Programs, BAI03 Managed Solutions Identification and Build, BAI04 Managed Availability and Capability, and BAI11 Managed Projects. The result of the identified gaps will be made recommendations based on the aspects of people, process, and technology. By implementing the resulting recommendations, it is hoped that the XYZ Provincial Government can improve IT governance capabilities and strengthen IT based business processes more effectively, support the acceleration of digital transformation, and realize more efficient public services.

Keyword: *IT Governance, COBIT 2019, BAI Domai, Digital Transformation*