

ABSTRACT

PERANCANGAN TATA KELOLA TEKNOLOGI INFORMASI PADA DISKOMINFO KOTA BANDUNG DENGAN MENGUNAKAN PENDEKATAN COBIT 2019 DAN ISO 38500 UNTUK MENINGKATKAN KINERJA LAYANAN TI

By:

Tripoli

1202210329

This study aims to design Information Technology (IT) governance at the Communication and Informatics Agency (Diskominfo) of Bandung City by integrating COBIT 2019 and ISO 38500 frameworks. The research is motivated by the need for adaptive and structured IT governance to enhance the effectiveness of digital public services. A qualitative case study approach was applied, using interviews, documentation, and an analysis of existing conditions based on COBIT 2019 Design Factors and ISO 38500 principles. The analysis focused on two domains: BAI09 and DSS06, selected based on organizational needs and process capability assessment. Findings indicate a gap between current practices and ideal governance standards. The resulting recommendations cover people, process, and technology aspects, supported by SOPs, RACI charts, and structured implementation strategies.

Keywords: IT Governance, COBIT 2019, ISO 38500, Diskominfo, SPBE, Capability Level