ABSTRACT

Information technology (IT) risk management is a strategic element in supporting the achievement of organizational goals and ensuring business operational continuity in the digital era. This study aims to analyze and evaluate the IT risk management processes at PT. Wibicon with reference to the COBIT 2019 framework. This framework was selected because it provides comprehensive guidance in aligning IT governance and management with the organization's business strategy. The research method employed is descriptive qualitative with a case study approach. Data collection techniques include structured interviews, direct observation, and documentation studies. Risk analysis focuses on the identification of critical information assets, potential threats, system vulnerabilities, the likelihood of incidents occurring, and their impacts on business processes. Risk assessment is classified using a risk matrix based on parameters of likelihood and impact, followed by a detailed analysis by the preparation of a risk register and mapping of relevant process domains within COBIT 2019. The research findings indicate that PT. Wibicon faces several IT risks that significantly impact operational efficiency and information security. Although there have been internal mitigation efforts, the documentation and risk control mechanisms have not yet been fully structured according to best practices. Therefore, this study provides recommendations to strengthen the internal control system, establish an IT risk management policy based on COBIT 2019, and integrate risk management into the corporate governance system comprehensively. The implications of this research are expected to provide practical contributions for PT. Wibicon in enhancing IT governance and risk management capabilities, as well as serve as an academic reference in the development of risk studies based on international frameworks.

Keywords *: IT Risk Management, COBIT 2019, IT Governance, Information Security, Risk Assessment, Risk Evaluation, PT. Wibicon*