

ABSTRACT

In the digital era, IT governance maturity is a critical driver of service quality and business sustainability. This study investigates how the COBIT 2019 framework can be strategically applied to enhance IT maturity and service delivery in the Testing, Inspection, and Certification (TIC) sector. A case study was conducted at PT XYZ, focusing on three key COBIT domains: APO02 (Managed Strategy), DSS06 (Managed Business Process Controls), and EDM03 (Ensured Risk Optimization), chosen for their direct impact on organizational agility, risk management, and process control. Using a qualitative case study approach, data were gathered through triangulation combining in-depth interviews, document reviews, and onsite observations.

Respondents evaluated the implementation of COBIT design factors using a five-point Guttman scale. Findings show that the maturity level across the three domains remains at Level 2 (Managed), indicating partial implementation without standardized processes or integrated risk governance. However, strong executive support and ongoing digital transformation efforts provide a solid foundation for structured improvements.

The study proposes tailored strategies, derived from SWOT and TOWS analyses, to guide the organization toward Level 3 (Defined). These strategies emphasize formalized processes, proactive risk management, and stronger business-IT alignment. Ultimately, this study demonstrates the relevance of COBIT 2019 in tackling digital governance challenges in evolving sectors. It offers practical insights for professionals and policymakers aiming to enhance IT maturity, digital readiness, and organizational agility.

Keyword: Managed Strategy (APO02), Managed Business Process Controls (DSS06), dan Ensured Risk Optimization Control (EDM03), COBIT 2019, IT Maturity Level