ABSTRACT

The development of technology and the growing demand for digital services in Indonesia require PT. Dago Endah, the operator of Dago Heritage Golf Course, to ensure that information technology (IT) governance and management are implemented effectively. However, structured and well-documented IT governance aligned with the company's strategic objectives is necessary to ensure that IT activities run optimally and securely. Poor IT management, a high dependency on third parties, the absence of documented IT management procedures, and the lack of centralized and structured policies and compliance systems related to external regulations are challenges currently faced by the company. To address these issues, this study aims to analyze and evaluate the current condition of IT governance and management at PT. Dago Endah using the COBIT 2019 framework. The study focuses on two main domains: DSS05 (Managed Security Services) and MEA03 (Managed Compliance with External Requirements), selected based on design factor analysis, with urgency levels of 65% for DSS05 and 100% for MEA03. DSS05 was chosen due to its relevance in protecting the company's information assets from security threats, while MEA03 reflects the urgent need to fulfill compliance with external regulations that have not yet been addressed. This study uses a Design Science Research (DSR) approach, emphasizing the development of solutions through systematic analysis of the company's existing conditions. Data were collected through interviews, observations, literature studies, and internal company documents. The analysis process applies COBIT 2019 design factors to align business needs and risk profiles with the selected domains. Capability level analysis is used to measure the current state of IT governance and management, followed by a GAP analysis to identify the differences between existing conditions and the targeted goals. Identified gaps serve as the basis for the improvement recommendations. The results show that PT. Dago Endah does not yet have a documented IT security policy, user access controls are still weak, and regular IT security audits have not been conducted. In terms of compliance, the company does not have written policies governing regulatory fulfillment and lacks a monitoring and reporting system for the systems and applications in use. Based on these findings, recommendations are developed covering three main aspects: people (capacity building and IT staff training), process (formulation of formal policies and procedures), and technology (implementation of security systems and automated monitoring). These recommendations are prioritized based on urgency and their impact on achieving the company's business objectives. This study is expected to provide real contributions in enhancing IT governance and management effectiveness at PT. Dago Endah and to serve as a reference for other organizations facing similar challenges in managing information technology in a better and regulation-compliant manner.

***Keywords**: COBIT 2019, IT Governance, Information Security, Regulatory Compliance, DSS05, MEA03.*