

ABSTRACT

The development of technology has resulted in the application of Information Technology (IT) being an important element in improving the business processes of a company IT plays an important role because it can have a positive impact on service delivery. In connection with this, it encourages PT XYZ to be able to improve IT service management. Therefore, this research analyzes the implementation of information technology (IT) governance at PT. XYZ, especially on asset management, service agreements, and IT Service management. The research method uses Design Science Research with the COBIT 2019 framework. The results showed that PT. XYZ has reached a high level of maturity in IT Service Management and IT service agreements, but there is still potential for improvement in IT asset management. Recommendations are given based on the prioritization of people, processes, and technology aspects. The research was conducted using a survey method using the COBIT 2019 design factor questionnaire to determine the target level of capability (to be condition). Meanwhile, to find out the existing condition capability level (as is condition), an assessment is carried out in the form of interviews with parties who are often involved in ongoing processes based on the COBIT 2019 framework. The results of the design factor questionnaire and assessment interviews become primary data intended to analyze the service management process. The results of the Gap Capability Analysis are continued by providing proposed improvement recommendations with People, Process and Technology (PPT) based mapping to be validated by key stakeholders so that recommendations can be useful in achieving the goal of increasing the capability level of PT XYZ.

Keyword — COBIT 2019 Governance and Management Objectives, Service Management. APO09, BAI07, BAI09

