

**ENTERPRISE GOVERNANCE OF IT DESIGN BASED ON COBIT 2019
FRAMEWORK: A CASE STUDY OF PT. EFG
(A HEALTHCARE COMPANY)**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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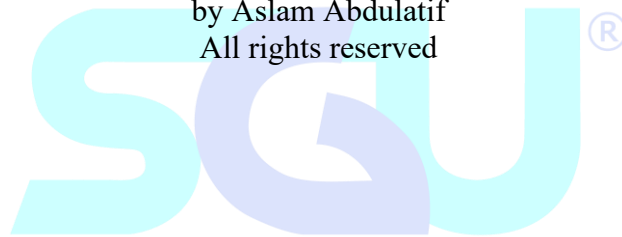
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Achieving harmony between business operations and Information Technology (IT) remains a top priority for most organizations, including in the health care business sector. Hospitals are working hard to stay competitive by leveraging IT. However, fully implementing all facets of IT control and management in a hospital setting may be seen as overkill. To ensure that the hospital stays aligned with its goals and strategies, as well as addressing the challenges of IT process not managed properly, a governance system specifically designed for its needs is essential. This study seeks to implement the COBIT 2019 framework to tailored governance system of IT within the healthcare sector. Both qualitative and quantitative methods were employed to identify key governance & management objectives and to identify the capability level. By engaging in various activities with hospital management, we reached conclusions about the governance design that included 17 governance and management objective based on Design Factor, which also performed capability level measurement that results several improvements to enhance its capability, aiming to elevate it from its current state to the desired level. Furthermore, recommendations and roadmap were also generated as a guide for the hospital going forward, in order to achieve an optimal capability level of Enterprise Governance of IT in the context of health services.

Keywords: COBIT2019, Health Care, Design Factor, Tailored Governance System, Capability Level Measurement

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DEDICATION

I dedicate the research to the progress and development of my beloved country, especially for the hospital industry that contributes a lot to the growth and well-being of the nation. Hopefully everything written in this research can be useful and used to improve the quality of hospital's IT in Indonesia.



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