ABSTRACT

EVALUATION OF INFORMATION TECHNOLOGY GOVERNANCE AT TANGGAMUS DISTRICT EDUCATION SERVICE USING COBIT 2019 FRAMEWORK AND BALANCED SCORECARD

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The use of information technology in public services is very necessary in supporting the business processes of an organization or government agency, including the Tanggamus Regency Education Office which utilizes Information Technology in the form of an Online PPDB system. However, in the implementation process there are obstacles caused by the not yet optimal application of Information Technology due to the existing system. made it unable to be fully utilized, then there was fraud in the process of implementing the Online PPDB System due to lack of supervision and the absence of an evaluation process for the Information Technology governance that was carried out. Under these conditions, an evaluation of information technology governance is needed in order to improve Information Technology management. The methods used in this research are the COBIT 2019 framework and the Balanced Scorecard. The results of research conducted at the Tanggamus Regency Education Office used objective domains that had an importance value of >50, namely the objective domain EDM 03 with a value of 52.2%, APO 12 61%, APO 13 60%, BAI 10 54.8% t, DSS 04 63.6%, and DSS 05 63.8% are included in the Largely category, while the average achievement value currently obtained is 2.97, which means the capability level is at level 3, as well as the gap value obtained in the objective domain EDM 03 1.39, APO 12 0.93, APO 13 1.00, BAI 10 1.26, DSS 04 0.82, and DSS 05 0.81.

Keywords: *Evaluation, Governance, COBIT 2019, Balanced Scorecard, Capability Level*