

Evaluation of Information Technology Governance Using COBIT 2019 and ITIL at Jinarakkhita Buddhist College of Lampung

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ABSTRACT

Information Technology (IT) is very important for sustainability and institutional growth. Dependence on IT requires sound governance leadership, organizational structures, and processes so that IT not only operates day-to-day but also sustains strategy and organizational goals. Jinarakkhita Buddhist College of Lampung leverages IT to support academic and administrative activities; therefore, a structured evaluation of IT governance and service management is needed to guide continuous improvement and risk control. This study positions IT as a strategic enabler by aligning technology decisions with institutional objectives and stakeholder expectations.

The research employs the Control Objectives for Information and Related Technology (COBIT 2019) focusing on domains EDM02, EDM03, APO01, APO02, APO07, BAI01, MEA01, and MEA03 and complements them with ITIL v4 practices (Service Desk, Change Enablement, Service Level Management, Continual Improvement) to cover operational service aspects. Data are collected through questionnaires, interviews, observations, and document reviews. Instrument validity and reliability are examined using SPSS to ensure measurement rigor. The study aims to assess Jinarakkhita Buddhist College of Lampung, current governance practices, identify improvement opportunities, and formulate practical recommendations and a high-level roadmap to strengthen decision-making, service quality, compliance readiness, and a culture of continual improvement.

Keywords: IT Governance, COBIT 2019, ITIL v4, Information Systems Evaluation, Governance Framework, Service Management.

Evaluasi Tata Kelola Teknologi Informasi Menggunakan COBIT 2019 dan ITIL di STIAB Jinarakkhita Lampung

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ABSTRAK

Teknologi Informasi (TI) berperan penting bagi keberlanjutan dan pertumbuhan institusi. Ketergantungan pada TI menuntut tata kelola yang baik meliputi kepemimpinan, struktur organisasi, dan proses agar TI tidak hanya mendukung operasional harian, tetapi juga selaras dengan strategi dan tujuan kelembagaan. Sekolah Tinggi Ilmu Agama Buddha (STIAB) memanfaatkan TI untuk kegiatan akademik dan administrasi; karena itu diperlukan evaluasi terstruktur atas tata kelola dan manajemen layanan TI guna mengarahkan peningkatan berkelanjutan serta pengendalian risiko. Penelitian ini memposisikan TI sebagai *enabler* strategis dengan menyelaraskan keputusan teknologi terhadap sasaran institusi dan kebutuhan pemangku kepentingan.

Penelitian menerapkan COBIT 2019 pada domain EDM02, EDM03, APO01, APO02, APO07, BAI01, MEA01, dan MEA03, serta melengkapinya dengan praktik ITIL v4 (*Service Desk, Change Enablement, Service Level Management, Continual Improvement*) untuk aspek operasional layanan. Data dikumpulkan melalui kuesioner, wawancara, observasi, dan telaah dokumen. Uji validitas dan reliabilitas dilakukan menggunakan SPSS untuk memastikan ketepatan pengukuran. Tujuan penelitian adalah menilai praktik tata kelola TI di STIAB, mengidentifikasi peluang perbaikan, serta merumuskan rekomendasi dan kerangka roadmap tingkat tinggi guna memperkuat pengambilan keputusan, kualitas layanan, kesiapan kepatuhan, dan budaya perbaikan berkelanjutan.

Kata kunci: Tata Kelola TI, COBIT 2019, ITIL v4, Evaluasi Sistem Informasi, Kerangka Tata Kelola, Manajemen Layanan.