Abstract

The Housing and Settlement Area Office of the City of Salatiga is a government agency located in the City of Salatiga which is tasked with assisting the mayor in carrying out government affairs which are the regional authority in the housing and settlement areas. The agency's mission is to improve the quality of clean water, sanitation, and urban housing services. From this mission, it can be assessed that the agency must apply information technology to improve the quality of services to the community, namely by having a system that can facilitate the management of community administrative permits in the housing and settlement sector, namely SIPERUMKIM. This research is supported by the absence of a governance assessment at this agency. This research uses the 2019 COBIT framework. The analysis at this department uses 11 design factors using the toolkit from COBIT 2019. The results of this study are in the form of a corporate information technology governance design and find out important process recommendations for the Housing and Settlement Office. Among the recommendations of the process are APO09, APO12, APO13, DSS02, and DSS03.
References


Index Terms

Computer Science

Information Sciences

Keywords

COBIT 2019, Design Factor, IT Governance, Capability Level