

PENGUKURAN KAPABILITAS MANAJEMEN RISIKO INFORMASI DAN TEKNOLOGI (I&T) PADA DINAS KOMUNIKASI DAN INFORMATIKA KABUPATEN KLUNGKUNG MENGGUNAKAN *FRAMEWORK* COBIT 2019

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ABSTRAK

Transformasi digital dan penerapan Sistem Pemerintahan Berbasis Elektronik (SPBE) menuntut instansi pemerintah daerah memiliki manajemen risiko Informasi dan Teknologi (I&T) yang terstruktur. Penelitian ini bertujuan mengukur tingkat kapabilitas proses manajemen risiko I&T pada domain EDM03 dan APO12 menggunakan *framework* COBIT 2019 di Diskominfo Klungkung, menganalisis kesenjangan kapabilitas, serta menyusun rekomendasi perbaikan. Penelitian menggunakan pendekatan studi kasus evaluatif dengan teknik pengumpulan data berupa *Focus Group Discussion* (FGD) dan studi dokumentasi. FGD dilakukan terhadap enam informan berdasarkan matriks RACI COBIT 2019, serta didukung analisis terhadap 28 dokumen organisasi. Penilaian kapabilitas menggunakan *Process Capability Model* COBIT 2019 dengan skala *Not Achieved*, *Partially Achieved*, *Largely Achieved*, *Fully Achieved* (NPLF). Hasil penelitian menunjukkan bahwa domain EDM03 berada pada Level 2 (*Managed Process*), sedangkan domain APO12 berada pada Level 1 (*Performed Process*). Temuan menunjukkan bahwa praktik manajemen risiko I&T telah berjalan, namun belum didukung dokumentasi, prosedur formal, dan mekanisme pengelolaan yang telah distandardisasi. Analisis kesenjangan menunjukkan bahwa domain APO12 menjadi prioritas utama perbaikan. Rekomendasi difokuskan pada penyusunan SOP manajemen risiko, standardisasi *risk register*, penetapan *risk owner*, serta penyusunan *Disaster Recovery Plan* (DRP) dan *Business Continuity Plan* (BCP). Disimpulkan bahwa peningkatan kapabilitas manajemen risiko I&T memerlukan dukungan kebijakan internal dan komitmen organisasi secara berkelanjutan.

Kata kunci: Manajemen Risiko I&T, COBIT 2019, Kapabilitas Proses, EDM03, APO12, SPBE, Pemerintah Daerah.

**MEASUREMENT OF INFORMATION AND TECHNOLOGY (I&T) RISK
MANAGEMENT CAPABILITY AT THE COMMUNICATIONS AND
INFORMATICS OFFICE OF KLUNGKUNG REGENCY USING THE COBIT
2019 FRAMEWORK**

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ABSTRACT

Digital transformation and the implementation of Electronic-Based Government Systems (SPBE) require local government institutions to establish structured Information and Technology (I&T) risk management. This study aims to measure the capability level of I&T risk management processes in the EDM03 and APO12 domains using the COBIT 2019 framework at the Klungkung Communication and Informatics Office, analyze capability gaps, and formulate improvement recommendations. This study employed an evaluative case study approach using Focus Group Discussion (FGD) and documentation studies as data collection techniques. The FGD involved six informants selected based on the COBIT 2019 RACI matrix and was supported by the analysis of 28 organizational documents. Capability assessment was conducted using the COBIT 2019 Process Capability Model with the Not Achieved, Partially Achieved, Largely Achieved, and Fully Achieved (NPLF) scale. The results indicate that the EDM03 domain achieved Level 2 (Managed Process), while the APO12 domain achieved Level 1 (Performed Process). The findings indicate that I&T risk management practices have been implemented; however, they are not yet supported by standardized documentation, formal procedures, and standardized management mechanisms. Gap analysis indicates that the APO12 domain is the primary priority for improvement. Recommendations focus on developing risk management SOPs, standardizing the risk register, assigning risk owners, and establishing Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) documents. The study concludes that improving I&T risk management capability in local government institutions requires internal policy support and sustained organizational commitment.

Keywords: I&T Risk Management, COBIT 2019, Process Capability, EDM03, APO12, SPBE, Local Government.