

ABSTRACT

IT development is crucial to the effectiveness and efficiency of organisations, including RSUD 45 Kuningan. However, challenges such as unstable networks, less than optimal computer equipment, and limited understanding of HR hinder performance. This research evaluates IT governance at RSUD 45 Kuningan using the COBIT 2019 framework and ISO 38500, which aims to ensure the alignment of IT implementation with efforts to achieve institutional goals, by optimising the benefits and opportunities provided by IT, and managing IT-related risks. Three primary processes are assessed using the Capability Maturity Model Integration (CMMI) framework: Ensured Risk Optimisation (EDM03), Managed Risk (APO12), and Human Resources (APO07). According to the evaluation results, APO07 successfully attained level 4 as intended, APO12 was at level 3 of goal 5, and the EDM03 process was at level 2 of target 4. The identified competency gaps formed the basis for the preparation of improvement recommendations. In addition, this research also proposes introducing other processes such as ITIL for IT service management and TOGAF integration to support enterprise architecture. It is anticipated that these findings would enable agencies to strengthen their IT governance capacities in order to minimize current gaps and meet more ideal goals. This study offers RSUD 45 Kuningan thorough guidelines for enhancing more effective and efficient IT governance, hence facilitating the integration of IT plans with hospital business objectives.

Keywords: *Information Technology, IT Governance, COBIT 2019, ISO 38500.*