

ABSTRACT

Information technology (IT) has a very important role for a company and government. The use of IT in government processes will increase the efficiency, effectiveness, transparency and accountability of government administration. COBIT 2019 is a framework with a broader scope of issues and provides flexibility when used. The Department of Transportation currently does not have competent human resources in the IT field. Another problem faced by The Department of Transportation is the lack of new and innovative ideas in improving business efficiency and effectiveness for the Department. There is a limited understanding of information technology management, one of which is making improvements to the website which until now has not been optimally accessed. In addition to the problems described, the Tasikmalaya City Transportation Department has not fully measured the Capability Level for IT governance and management analysis. Therefore, it is necessary to analyze IT governance using COBIT 2019 to determine the current Capability Level (As-is) and the expected Capability Level (To-be), and provide recommendations on the IT governance of the Tasikmalaya City Transportation Department in order to achieve good governance. The selected COBIT 2019 domains are APO04 (Managed Innovation), APO07 (Managed Human Resources), and BAI08 (Managed Knowledge). The results of measuring the current Capability Level (As-is) of domains APO04, APO07, and BAI08 are at the same level, namely at level 2 with a capability value for APO04 of 94.5%, APO07 of 93.92%, and BAI08 of 95.5%, while the expected Capability Level (To-be) for APO04 and APO07 is at level 4, for BAI08 is at level 5. Gap determination is carried out based on the current Capability Level (As-is) with the expected Capability Level (To-be), namely APO04 and APO07 have a gap of 2, and BAI08 has a gap of 3. Recommendations for improving IT governance given to Department are expected to be carried out immediately, so as to achieve the expected level of capability.

Keywords: *Capability Level, COBIT 2019, Governance, Information Technology.*