MyJapfa Application Information System Audit Using Cobit 2019 Framework Subdomain DSS02

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Abstract

The effective implementation of Information Technology (IT) governance plays a crucial role in enhancing operational efficiency, particularly in the agribusiness industry, which is increasingly reliant on digital systems. PT Japfa Comfeed Indonesia Tbk Unit Kalapanunggal 2 utilizes the MyJapfa application to manage service requests and incident resolution as part of its IT service operations.This study aims to evaluate the capability level of the MyJapfa application using the COBIT 2019 framework, specifically focusing on the DSS02 subdomain—Managed Service Requests and Incidents. COBIT 2019 is a globally recognized IT governance model that ensures IT processes are aligned with organizational goals, making it highly relevant for agribusiness companies seeking consistency, compliance, and adaptability. The research methodology includes interviews, direct observations, and document analysis to measure IT process maturity. The findings reveal that the MyJapfa system currently operates at Capability Level 4 (Predictable Process), indicating consistent and measurable practices. However, several issues were identified, such as insufficient incident classification, lack of automated monitoring, and limited documentation of incident resolution. Recommendations include enhancing automation, formalizing classification schemes, integrating ERP systems, and conducting regular audits. These efforts are expected to strengthen IT governance and contribute to the digital transformation of the agribusiness sector.

Keywords: Information System Audit, COBIT 2019, MyJapfa, DSS02 – Managed Service Requests and Incidents, Agribusiness IT Governance.

I. INTRODUCTION

The utilization of Information Technology (IT) has become increasingly vital in enhancing operational efficiency across various industries, including the agribusiness sector. In this context, PT Japfa Comfeed Indonesia Tbk Unit Kalapanunggal 2 introduced the MyJAPFA application as a self-service platform designed to assist employees with attendance tracking and reporting of daily work activities [1].

Despite its intended functionality, several technical issues have been identified in the field. These include slow system response times, inaccurate attendance data, GPS location errors, delays in the delivery of OTP codes, as well as frequent bugs and application crashes. These problems reduce user satisfaction and hinder the effectiveness of administrative processes [2].

In response to these challenges, this study adopts an evaluation approach based on the COBIT 2019 framework, specifically focusing on the DSS02 subdomain (Managed Service Requests and Incidents) [3]. COBIT 2019 is widely regarded as a comprehensive framework for IT governance, offering structured guidance for aligning IT processes with organizational goals. Its flexibility and emphasis on performance measurement make it especially relevant for agribusiness companies, which must adapt to technological disruptions while ensuring reliability and traceability of operations [4].

The primary objective of this research is to assess the capability level of incident and service request management in the MyJAPFA system, thereby identifying areas for improvement that can strengthen the application's reliability and alignment with the strategic goals of the organization [5]. Based on an evaluation involving interviews, observations, and documentation analysis, the system currently operates at Capability Level 4 (Predictable Process), indicating consistent and measurable process implementation.

However, several shortcomings remain, particularly in incident classification, automation of monitoring, and the lack of formal documentation for problem resolution. This study proposes several enhancements, including improving process

transparency, integrating the MyJAPFA system with ERP platforms, conducting regular IT training, and implementing structured risk planning. These improvements are expected to advance the maturity of IT service management at PT Japfa Comfeed Indonesia and serve as a reference for the development of IT governance strategies in the agribusiness sector [6][7][8].

II. RESEARCH METHODOLOGY

The research stages of the MyJapfa application information system audit using the COBIT 2019 framework, subdomain DSS02 are as shown in Figure 1:

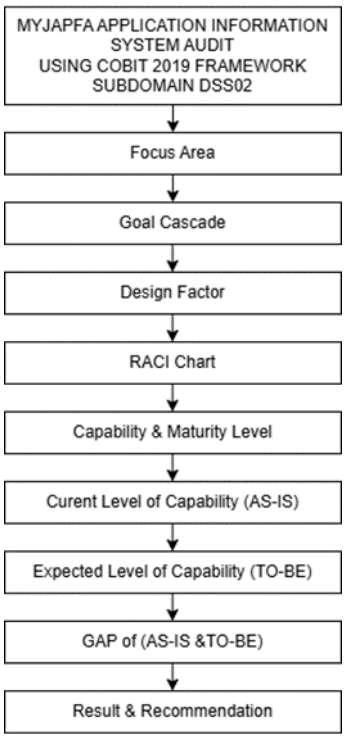

Figure 1. COBIT 2019 Theoretical Framework

A. Data Collection Methods

1. Observation

Observation is a data collection technique conducted through direct monitoring of the research object, without manipulation, by recording behaviors and system conditions as they occur in real-time [9]. In this study, the researchers observed how the MyJapfa application was used by Technical Supervisors in their daily operational activities. The aspects observed included system responsiveness during page loading, ease of navigation, and feature functionality—such as employee leave requests, work activity reporting, and attendance verification [10].

To ensure data reliability, observations were conducted across multiple usage scenarios and recorded during different operational times to reduce situational bias. Observers used standardized checklists to document performance metrics and interface responses, allowing consistency in data collection.

To strengthen data validity, the findings from observations were triangulated with interview data and system documentation. This cross-verification ensured that identified issues—such as slow response time or data inaccuracy—were consistently reflected across multiple data sources [11]. Previous studies have confirmed that such triangulated observation methods are effective in evaluating system usability and identifying latent issues in information systems [12].

2. Interview

The interview method was used to collect in-depth qualitative data through direct interaction with respondents who are primary users of the MyJapfa application [13]. In this study, interviews were conducted with one Technical Supervisor, selected through purposive sampling based on their strategic role and day-to-day involvement with the system. Questions were designed to explore user experiences, operational challenges, and expectations related to application performance [14].

To ensure data clarity, interview sessions followed a semi-structured format with a predetermined set of core questions while allowing for open-ended responses. All sessions were recorded and transcribed to maintain consistency and avoid interpretive bias during analysis.

To establish data validity, interview results were cross-validated with data obtained from direct observation and relevant system documentation. This strategic triangulation helped ensure that insights into recurring technical issues—such as attendance errors and reporting delays—were consistently reported across data sources [15].

It is acknowledged that involving only one respondent poses limitations in terms of generalizability. However, given the Technical Supervisors' deep involvement with the system usage and operational responsibilities, their input provided high contextual relevance and was sufficient to identify core issues in the current IT governance process [16]. This limitation is acknowledged in the discussion section and is taken into account in the interpretation of the findings.

3. Literature Study

Literature study was carried out to build a solid theoretical foundation for the research and to ensure that the methods and evaluation approaches used were aligned with recognized governance standards [17]. The reviewed materials included internal documents such as user guidelines, operational procedures, system performance reports, and IT policy manuals related to the MyJapfa application. These documents provided context for the application's objectives and technical scope.

Furthermore, the researcher referred to a number of studies that implemented the COBIT 2019 framework for auditing information systems, with particular focus on the DSS02 subdomain—Managed Service Requests and Incidents [18]. These studies were used as benchmarks to design the audit structure in this research, including capability assessment models, gap analysis methods, and alignment with organizational goals.

The literature also incorporated recent journals that specifically discuss the application of IT governance in agribusiness environments, where digital infrastructure plays a pivotal role in ensuring traceability, operational continuity, and compliance [19]. These insights helped contextualize the relevance of COBIT 2019 in sectors like agribusiness, where governance standards must be adapted to dynamic operational settings and limited resources.

By integrating both internal documentation and scholarly research, this literature study ensures that the audit process is not only theoretically grounded but also practically relevant to the operational characteristics of PT Japfa Comfeed Indonesia Tbk [20].

B. Research Stages

1. Focus Area

This study audits the MyJapfa application using the DSS02 COBIT 2019 subdomain, which focuses on managing service requests and handling incidents. This audit aims to evaluate the effectiveness of incident response and resolution to ensure the quality of IT services and support optimal company operations.

2. Goal Cascade

This mechanism plays an important role in ensuring that the use of Information Technology (IT) is aligned with the achievement of the company's business targets. This process consists of four main elements:

- Stakeholder Driver and Needs, namely parties that influence the direction of IT governance and management in the use of the MyJAPFA application at PT Japfa Comfeed Indonesia Tbk. These parties include top management, the IT department, and internal employees such as supervisors and operational staff, taking into account the company's organizational structure, vision, and mission.
- Enterprise Goals, namely strategic objectives to be achieved, such as operational process efficiency, accuracy of attendance recording, and increased transparency and control over work activities, in order to meet the needs of stakeholders.
- Alignment Goals, namely intermediate objectives that connect the company's strategic direction with the management of incidents and IT service requests, such as increasing the speed of incident handling, system stability, and improving user experience.
- Governance and Management Objectives, namely specific objectives that must be achieved to ensure effective IT management, especially within the scope of DSS02, including appropriate incident classification, service handling documentation, and implementation of a more systematic incident reporting system.

3. Design Factor

At this stage, the analysis process is carried out by utilizing the Design Factors Toolkit, which is a tool used to identify various factors that influence the design of an organizational governance system and play an important role in supporting the successful implementation of information technology.

4. RACI Chart

The RACI chart is one component of the Responsibility Assignment Matrix (RAM), which is used as a systematic approach to map and define the involvement of each human resource in the implementation of a particular process or activity. This method helps organizations clarify the roles and responsibilities of each individual or work unit for each activity in operational procedures. The acronym RACI consists of four important elements, namely Responsible (R) which indicates the party directly responsible for carrying out the task, Accountable (A) which refers to the party who has full authority and is responsible for the final result, Consulted (C) which involves parties who must be invited to discuss or provide input before decision making, and Informed (I) which includes parties who need to be informed regarding the progress or results of an activity. The application of the RACI chart is very important to ensure clarity of responsibility and effective communication flow within the organization, especially in the context of project management or information systems such as in the implementation of the COBIT 2019 framework [11].

5. Capability Level and Maturity Level

Capability Level is used to assess the extent to which IT governance is able to meet the operational needs of the organization (Formula 1 and Table 1). Meanwhile, Maturity Level measures the effectiveness of the IT governance process that has been running. In the MyJAPFA application audit using COBIT 2019 in the DSS02 domain, this assessment was carried out through a questionnaire analyzed with the Guttman Scale to determine the level of incident management capability and service requests. Data from the questionnaire used to assess the ability of each activity was analyzed using the Guttman Scale method to obtain structured and objective evaluation results.

$$\mathrm{CC}\ \frac{\Sigma cL\alpha}{\Sigma po}\times 100\% \quad (1)$$

Table 1. Capability Level Calculation Formula

CC	Governance and Management Capability Level Achievement Score
$\sum$***cLa***	Total Governance and Management Score
$\sum$***po***	Total Governance and Management Activities

6. Current Capability Analysis (As-Is)

This stage aims to evaluate the current system capability level to determine how well the system has complied with the established IT governance standards. In the context of the MyJAPFA application, this analysis is carried out based on the COBIT 2019 framework in the DSS02 domain, to assess the effectiveness of incident management and service requests in a measurable and consistent manner.

7. Expected Capability Analysis (To-Be)

This stage aims to determine the targeted capability level by comparing the current system condition with the expected performance standard. In the MyJAPFA application audit using the COBIT 2019 framework in the DSS02 domain, this comparison is carried out to identify gaps between existing incident and service request management with the best practices that should be applied.

8. Gap Analysis

At this stage, a comparison is made between the current condition (As-Is) and the ideal condition expected (To-Be) to find gaps in system management. This gap analysis serves as a basis for formulating improvement steps. In the context of evaluating the MyJAPFA application with the COBIT 2019 framework in the DSS02 domain, this approach is used to identify weaknesses in handling incidents and service requests that affect the company's operational effectiveness.

III. RESULT AND DISCUSSION

A. Focus Area Results

This study focuses on auditing the MyJapfa application by applying the DSS02 subdomain from the COBIT 2019 framework, which emphasizes the management of service requests and the handling of IT-related incidents. The DSS02 domain is chosen because it directly aligns with the core functions of the MyJapfa system, namely the logging, classification, and resolution of employee-reported issues related to attendance, activity reports, and system functionality.

The focus of this audit is not merely to map whether DSS02 processes are present, but to evaluate how well each of its subprocesses—such as incident classification (DSS02.01), escalation (DSS02.03), and closure validation (DSS02.06)—is being implemented within the organization. Each of these activities is assessed using capability level indicators defined in COBIT 2019 to determine process maturity and consistency.

This detailed focus allows the research to identify not only gaps in compliance but also opportunities to improve the operational effectiveness and service responsiveness of the MyJapfa application. The results are used to guide improvements in automation, documentation, and accountability mechanisms that are essential for sustaining IT service quality in an agribusiness environment.

B. Goal Cascade Result

1. Enterprise Goals and Alignment Goals

At this stage, Enterprise Goals (EG) and Alignment Goals (AG) were mapped as part of the Goal Cascade process in the COBIT 2019 framework (Figure 2). This mapping is crucial to ensure that IT activities—particularly those related to incident and service request management—support the strategic direction of PT Japfa Comfeed Indonesia Tbk.

Figure A.1—Mapping Enterprise Goals and Alignment Goals

		EG01 Portfolio of competitive products and services	EG02 Managed business risk	EG03 Compliance with external laws and regulations	EG04 Quality of financial information	EG05 Customer-oriented service culture	EG06 Business service continuity and availability	EG07 Quality of management information	EG08 Optimization of internal business process functionality	EG09 Optimization of business process costs	EG10 Staff skills, motivation and productivity	EG11 Compliance with internal policies	EG12 Managed digital transformation programs	EG13 Product and business innovation
AG01	I&T compliance and support for business compliance with external laws and regulations		S	P								S		
AG02	Managed I&T-related risk		P				S							
AG03	Realized benefits from I&T-enabled investments and services portfolio	S				S			S	S			P	
AG04	Quality of technology-related financial information				P			P		P				
AG05	Delivery of I&T services in line with business requirements	P				S	S		S				S	
AG06	Agility to turn business requirements into operational solutions	P				S			S				S	S
AG07	Security of information, processing infrastructure and applications, and privacy		P				P							
AG08	Enabling and supporting business processes by integrating applications and technology	P				P			S		S		P	S
AG09	Delivering programs on time, on budget and meeting requirements and quality standards	P				S			S	S			P	S
AG10	Quality of I&T management information				P			P		S				
AG11	I&T compliance with internal policies		S	P								P		
AG12	Competent and motivated staff with mutual understanding of technology and business					S					P			
AG13	Knowledge, expertise and initiatives for business innovation	P		S									S	P

Figure 2. Mapping of Enterprise Goals and Alignment Goals

The identified Enterprise Goals, derived from the company's vision and mission, include: (1) ensuring operational excellence, (2) increasing internal process efficiency, and (3) enhancing service quality. These are directly reflected in how the MyJapfa application is expected to support real-time attendance accuracy, employee activity reporting, and problem resolution.

The Alignment Goals serve as intermediate targets that link IT performance with business needs. These were extracted through interviews and confirmed with organizational documentation. They include objectives such as: reducing response time to incidents, maintaining system stability, and improving user satisfaction. Their relevance was validated by comparing them to the goals prescribed in COBIT 2019's Goal Cascade matrix.

By aligning DSS02 subprocesses—such as incident classification, escalation protocols, and closure validation—with these enterprise-level expectations, the study demonstrates how COBIT 2019 can be operationalized in a practical audit context. This approach not only reinforces the framework's applicability but also ensures that the research remains grounded in solving real-world problems within agribusiness information systems.

Furthermore, this goal alignment serves as a reflection of the study's main objective, which is to evaluate the maturity of IT incident and service management in relation to business outcomes. The analysis also contributes to the refinement of the Goal Cascade mechanism in COBIT 2019 by contextualizing it for medium-scale agribusiness environments.

2. Governance and Management Objectives

At this stage, Alignment Goals were linked to specific Governance and Management Objectives based on the COBIT 2019 framework (Figure 3). This mapping was developed using interview results and internal company documentation to evaluate how IT activities in the MyJAPFA application are aligned with broader governance directions.

Figure—A.2 Mapping Governance and Management Objectives to Alignment Goals

		AG01	AG02	AG03	AG04	AG05	AG06	AG07	AG08	AG09	AG10	AG11	AG12	AG13
		I&T compliance and support for business compliance with external laws and regulations	Managed I&T-related risk	Realized benefits from I&T-enabled investments and services portfolio	Quality of technology-related financial information	Delivery of I&T services in line with business requirements	Agility to turn business requirements into operational solutions	Security of information, processing infrastructure and applications, and privacy	Enabling and supporting business processes by integrating applications and technology	Delivering programs on time, on budget and meeting requirements and quality standards	Quality of I&T management information	I&T compliance with internal policies	Competent and motivated staff with mutual understanding of technology and business	Knowledge, expertise and initiatives for business innovation
EDM01	Ensured governance framework setting and maintenance	P	S	P					S			S		
EDM02	Ensured benefits delivery			P		S	S		S					S
EDM03	Ensured risk optimization	S	P					P				S		
EDM04	Ensured resource optimization			S		S	S		S	P			S	
EDM05	Ensured stakeholder engagement				S						P	S		
APO01	Managed I&T management framework	S	S	P		S		S	S	S	S	P		
APO02	Managed strategy			S		S	S		P				S	S
APO03	Managed enterprise architecture			S		S	P	S	P					
APO04	Managed innovation			S			P		S				S	P
APO05	Managed portfolio			P		P	S		S	S				
APO06	Managed budget and costs			S	P					P	S			
APO07	Managed human resources			S		S				S			P	P
APO08	Managed relationships			S		P	P		S	S			P	P
APO09	Managed service agreements					P			S					
APO10	Managed vendors					P	S			S				
APO11	Managed quality			S	S	S				P	P			
APO12	Managed risk		P					P						
APO13	Managed security	S	S					P						
APO14	Managed data	S	S		S			S			P			
BAI01	Managed programs			P			S		S	P				
BAI02	Managed requirements definition			S		P	P		S	P			S	
BAI03	Managed solutions identification and build			S		P	P		S	P				
BAI04	Managed availability and capacity					P		S		S				
BAI05	Managed organizational changes			P		S	S		P	P			S	
BAI06	Managed IT changes		S			S	P		S					
BAI07	Managed IT change acceptance and transitioning		S				P			S				
BAI08	Managed knowledge			S			S		S	S			P	P
BAI09	Managed assets				P						S			
BAI10	Managed configuration					S		P						
BAI11	Managed projects			P		S	P			P				
DSS01	Managed operations					P			S					
DSS02	Managed service requests and incidents		S			P		S						
DSS03	Managed problems		S			P		S						
DSS04	Managed continuity		S			P		P						
DSS05	Managed security services	S	P			S		P				S		
DSS06	Managed business process controls		S			S		S	P			S		
MEA01	Managed performance and conformance monitoring	S		S		P				S	P	S		
MEA02	Managed system of internal control	S	S		S	S		S		S	S	P		
MEA03	Managed compliance with external requirements	P										S		
MEA04	Managed assurance	S	S		S	S		S			S	P		

Figure 3. Mapping of Alignment Goals and Governance Management Objectives

The results show that several objectives were marked as having primary importance in achieving consistency between IT operations and strategic targets. These objectives reflect the company's emphasis on service availability, process accountability, and risk mitigation.

The analysis highlights the degree to which current practices—such as incident resolution, request tracking, and issue closure—support the intended governance outcomes. For instance, delays in escalation and lack of documentation indicate gaps that need to be addressed through stronger policy enforcement and clearer operational procedures.

This mapping also supports the study's main purpose: to evaluate whether the management of service requests and incidents aligns with strategic and governance expectations. Moreover, it illustrates how COBIT 2019 can be applied contextually in mid-sized enterprises with evolving IT maturity, particularly in sectors like agribusiness.

C. Design Factor Results

This stage involves identifying and evaluating the 11 Design Factors outlined in the COBIT 2019 framework. Data was gathered through interviews with individuals directly involved in managing and using the MyJAPFA system. The evaluation focused on how each factor shapes the implementation of DSS02—Managed Service Requests and Incidents—within the organization.

The analysis shows that the company prioritizes service stability and user satisfaction, which aligns with its strategy for enhancing operational efficiency. Strategic goals also emphasize compliance, continuity, and digital transformation, influencing how incidents and service requests are prioritized and resolved.

Key risks include cyber threats, technical disruptions, and slow adaptation to new technologies. These risks underline the need for a more resilient security posture and ongoing capacity building for IT staff. Challenges also stem from resource constraints, weak alignment between business goals and IT initiatives, and underutilization of innovation.

The organization operates in a high-threat environment, especially regarding information security. While regulatory compliance is recognized as essential, its actual implementation remains inconsistent and requires improvement. MyJAPFA's IT function currently supports operations but must evolve toward greater strategic contribution.

The current service delivery model relies on cloud infrastructure and outsourced services, requiring improved vendor oversight and structured cloud management. DevOps is adopted for faster system integration, and technology adoption tends to be conservative, favoring tested solutions. Given its medium-scale structure, the organization requires flexible, scalable policies tailored to its capabilities.

These findings reinforce the need to enhance integration between business and IT through stronger security controls, better regulatory adherence, and more efficient service management—fully aligned with the design expectations of the DSS02 domain in COBIT 2019.

D. RACI Chart Results

Researchers compiled a RACI Chart to define roles and responsibilities in managing service requests and incidents for the MyJapfa application.

B. Component: Organizational Structures							
Key Management Practice	Chief Technology Officer	Business Process Owners	Head Development	Head IT Operations	Service Manager	Information Security Manager	
DSS02.01 Define classification schemes for incidents and service requests.	A		R	R	R		
DSS02.02 Record, classify and prioritize requests and incidents.	A			R	R		
DSS02.03 Verify, approve and fulfil service requests.	A	R	R	R	R		
DSS02.04 Investigate, diagnose and allocate incidents.	A	R		R	R		
DSS02.05 Resolve and recover from incidents.	A		R	R	R	R	
DSS02.06 Close service requests and incidents.	A			R	R	R	
DSS02.07 Track status and produce reports.	A			R	R		
Related Guidance (Standards, Frameworks, Compliance Requirements)	Detailed Reference						
ISO/IEC 27002:2013/Cor.2:2015(E)	16.1.1 Responsibilities and procedures						

Figure 4. RACI Chart DSS02

Figure 4 illustrates the process of respondent selection based on the RACI Chart, adapted to the organizational structure of PT Japfa Comfeed Indonesia Tbk and in alignment with the COBIT 2019 framework. The study applied purposive sampling, targeting individuals in strategic positions with direct involvement in the use and governance of the MyJAPFA application.

This selection approach aligns with COBIT 2019's emphasis on role clarity and stakeholder relevance in IT governance evaluation. Respondents were categorized according to the RACI model—Responsible, Accountable, Consulted, and Informed—to ensure that input was collected from those who contribute meaningfully to system performance and oversight.

However, the limited number of respondents—only two key personnel—introduces a constraint on the generalizability of the findings. While their roles provide deep operational insight, this limitation is acknowledged as it may affect the breadth of the conclusions. As such, the results should be interpreted with consideration of organizational context and respondent representativeness. Information regarding the respondents involved can be seen in Table 2.

Table 2. Sampel of Respondents Based RACI Chart DSS02

No	Respondents	Total
1	Tech Supervisor	1
2	Farm Manager	1
	Grand Total	2

E. Capability Level and Maturity Level Assessment

The assessment of capability levels was conducted to evaluate how effectively each subprocess in the DSS02 domain is implemented within the MyJAPFA application, following the guidelines of COBIT 2019. The evaluation used structured interviews based on the Guttman scale, with binary responses (yes = 1, no = 0), distributed to key personnel identified through the RACI Chart.

The analysis focused on seven subprocesses within DSS02, with results calculated to determine both the capability level and corresponding maturity percentage for each:

1. DSS02.01 (Incident Logging and Categorization): Achieved a "Largely Achieved" level with a maturity score of 60%. This suggests that while the logging mechanism exists, the categorization lacks refinement and consistency, particularly in classifying incident severity.
2. DSS02.02 (Incident Registration and Initial Support): Reached "Fully Achieved" with a perfect maturity score of 100%. This indicates that the system is operating effectively in capturing and recording incidents at the initial stage.
3. DSS02.03 (Escalation and Resolution): Scored 66.67%, categorized as "Largely Achieved." Although escalation processes are defined, the lack of automation and response standardization weakens performance in complex cases.
4. DSS02.04 (Incident Analysis and Diagnosis): Assessed as "Partially Achieved" at 33.33%. There is minimal root cause analysis and no structured diagnosis mechanism, which limits the effectiveness of problem resolution.
5. DSS02.05 (Resolution and Recovery): Also "Largely Achieved" with a maturity score of 66.67%. Incidents are resolved in practice, but recovery steps are rarely documented, reducing institutional learning.
6. DSS02.06 (Closure and Confirmation): Reached 100%, "Fully Achieved." The system ensures incident resolution is verified before closure in most cases, though confirmation is still manually driven.
7. DSS02.07 (Reporting and Improvement): Scored 83.33%, "Largely Achieved." Reporting mechanisms exist but lack analytical depth, making it difficult to extract actionable insights.

F. Current Capability Level Analysis (As-Is)

The analysis of the current capability level (As-Is) for the objectives process in Subdomain DSS02 is presented based on the findings obtained in Table 3.

G. Expected Level of Capability (To-Be)

In the To-Be capability level analysis stage, the expected capability level for the objective process in Domain DSS02 is assessed. The To-Be results can be seen in Table 4.

H. GAP of (As-Is & To-Be)

The results of the gap analysis (GAP) produced from the previous analysis are shown in Table 5.

I. Result and Recommendation

The following Table 6 are the findings of the Audit Result and Recommendation for PT Japfa Comfeed Indonesia Tbk.

Table 3. Current Capability Level (As-Is) DSS02

Objectives	Level	Findings
DSS02	4	a. The service request mechanism has not been formally standardized, thus hampering the effectiveness in determining handling priorities. b. The MyJapfa application is already able to classify incidents and service requests based on type and category, but has not yet implemented a classification scheme that differentiates incident complexity in more detail. c. The lack of regular SLA updates can lead to a mismatch between handling priorities and current business needs. d. The MyJapfa application has not implemented automatic financial approval, which has the potential to slow down the service request process. e. The absence of a specialist assignment mechanism for complex incidents has the potential to slow down resolution. f. The MyJapfa application does not formally document recovery actions, which may hinder the learning process. g. Knowledge resource updates are not routinely carried out, which has the potential to reduce the quality of information. h. The MyJapfa application has not implemented automatic registration for new incidents, which has the potential to slow down incident identification

Table 4. Expected Capability Level (To-Be)

Objectives	Level	Strategy
DSS02	5	a. It is hoped that the detailed classification scheme will speed up the handling and mechanism of service requests that have not been standardized and standardization will clarify the process and speed up the response by implementing an AI-based automatic classification system to group and identify types of services based on previous request patterns. In addition, developing standardization of procedures that are integrated with the service management system to speed up the response and ensure consistency in completing requests. b. It is hoped that the implementation of automatic monitoring can improve the efficiency and responsiveness of incident handling and regular SLA evaluation and updates can ensure that services remain relevant to user needs by using automatic monitoring tools (such as SIEM or AIOps) to

detect incidents in real time and activate automatic notifications. Conduct data-based SLA analysis by utilizing Machine Learning to identify incident patterns and conduct regular evaluations to adjust SLAs to user needs.

c. It is hoped that the implementation of automatic approval can speed up the process and reduce the risk of errors and the implementation of automatic escalation can improve the responsiveness and effectiveness of services by implementing automatic Workflow Approval using RPA (Robotic Process Automation) so that the approval process runs without delay. In addition, implementing an AI-based escalation system, which can direct incidents to the most competent team based on the urgency and severity of the problem.

d. It is hoped that the implementation of an automated system can speed up the incident handling process and this mechanism can increase the effectiveness of incident handling with more appropriate expertise by adopting an AI-based ITSM system that can automate incident management, such as mapping incidents to the most appropriate solutions based on a regularly updated knowledge base. Using a data-driven expertise model to allocate incidents to specialists with the most relevant skills by using an AI-based documentation platform to automatically record the incident recovery process in a structured format. Conducting historical incident analysis to identify the best recovery patterns and integrating them into the company's learning strategy.

e. It is hoped that structured recovery documentation can improve service quality and periodic evaluations can strengthen company learning by using an AI-based documentation platform to automatically record the incident recovery process in a structured format. Conducting historical incident analysis to identify the best recovery patterns and integrating them into the company's learning strategy.

f. It is hoped that periodic evaluations can strengthen the company's learning process and regular updates can ensure that information remains relevant and supports incident resolution by conducting automatic audits and evaluations through an analytics system that can analyze incident resolution trends and provide recommendations for improvement periodically. Leveraging real-time dashboards to provide insights into the effectiveness of learning processes and incident-related information updates.

g. The expectation is that automated registration can speed up the process of identifying and assigning specialists to improve the effectiveness of handling complex incidents by developing an AI-based automated registration system and chatbots to detect incident categories and immediately assign appropriate specialists based on historical data and expertise. In addition, using Machine Learning to predict the need for additional specialization in handling complex incidents.

Table 5. Gap Capability Level Objective Process

Objectives	Capability Level			
	AS-IS	TO-BE	GAP	Description
DSS02.01	4	5	1	The incident and service request classification scheme is not well structured, leading to inconsistencies in incident priority handling.
DSS02.02	4	5	1	Incident recording and classification is still manual, so escalation does not run optimally.
DSS02.03	4	5	1	The process of verifying and fulfilling service requests is still manual, causing delays.
DSS02.04	4	5	1	The absence of an automated analysis system results in slow and inaccurate incident investigations.
DSS02.05	4	5	1	There is no documentation of incident solutions, causing the same problems to recur.
DSS02.06	4	5	1	Incidents are often closed without validation from the end user.
DSS02.07	4	5	1	Incident reports do not provide sufficient analytical data to support

Table 6. Audit Result and Recommendation

Objectives	Level	Audit Result	Recommendation
DSS02	4	1. Lack of automation in incident recording and processing, leading to delays in problem resolution. 2. The incident classification and prioritization scheme is not optimal, so incidents with a high level of urgency are not always handled first. 3. The absence of a Knowledge Management	1. Implementing an automation system in recording and handling incidents using the IT Service Management (ITSM) platform. 2. Building an AI or Machine Learning based incident classification and prioritization system to ensure high urgency incidents are handled faster.

	System (KMS) for incident solution documentation, which makes recurring issues difficult to handle quickly.	3. Develop a Knowledge Management System (KMS) to document incident solutions for use in handling recurring problems.
	4. Lack of transparency in incident reporting and monitoring, results in lack of management visibility into real-time incident status.	4. Create a real-time incident reporting and monitoring dashboard, so management can see incident trends and make decisions faster.
	5. The incident closure process lacks user validation standards, resulting in some incidents being closed before the issue is fully resolved.	5. Implement user validation standards in the incident closing process, so that a new incident is considered closed after confirmation from the end user.

IV. CONCLUSSION

This study evaluated the capability level of the MyJapfa application's incident and service request management using the COBIT 2019 framework, focusing on the DSS02 subdomain. The primary goal was to assess how well the system supports operational efficiency and aligns with strategic IT governance objectives at PT Japfa Comfeed Indonesia Tbk, Unit KLP 2.

The findings indicate that the application currently operates at Capability Level 4 (Predictable Process), where core activities are executed consistently and monitored to a certain extent. However, the system still exhibits critical gaps—such as limited automation, inadequate classification schemes, the absence of a centralized knowledge base, and inconsistent incident closure validation.

These shortcomings prevent the system from reaching Capability Level 5 (Optimizing Process), where services are continuously improved based on measurable performance data and institutional learning. To address this, the organization must focus on automating key processes, updating SLA mechanisms, formalizing documentation practices, and ensuring real-time reporting transparency.

From an academic perspective, this research contributes to the practical application of COBIT 2019 in mid-sized agribusiness environments by demonstrating how DSS02 indicators can be adapted to assess specific operational contexts. Practically, the study offers a roadmap for IT governance enhancement in similar sectors, especially those facing resource constraints but seeking strategic IT alignment.

In closing, while the system shows maturity in process consistency, reaching full optimization will require a deliberate shift toward data-driven improvement, policy reinforcement, and stakeholder engagement across departments.

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