

# **BUSINESS PROCESS MAPPING AND PREPARATION OF STANDARD OPERATING PROCEDURE (SOP) OF INFORMATION TECHNOLOGY GOVERNANCE AREA AT PT. XYZ BANDUNG**

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## **ABSTRACT**

*PT XYZ Bandung is a courier and logistics company, which applies information technology to optimize its business processes. However, PT. XYZ Bandung doesn't have the business processes and SOPs of the Information Technology Governance (ITG) area's documentation. There's also a change in the organizational structure of the IT Sub-Directorate, because of several roles that hadn't adjusted to the company's latest conditions. As a result, there's a decrease in value delivery, effectiveness, and efficiency, because business processes' activities are carried out repeatedly or missed. So, it's necessary to map business processes and prepare SOPs for the ITG area, adjusting to role updates, and guided by the KD.XX/DIRUT/1021 of PT. XYZ Bandung, also the COBIT 2019 and ITIL 4 framework. Business process mapping refers to the BPM Life-Cycle, specifically in Process Identification which uses function-based and action-based approach, to Process Discovery which uses evidence-based, interview-based, and workshop-based methods. The results of the business process mapping are 20 business processes, which implement IT services so that their management needs to be mapped against the 4 dimensions of ITIL 4. The business process activities are then mapped against the COBIT 2019 framework and modelled using BPMN. Modelled business processes are then verified to the process owner to determine the suitability of the flow and PIC. The SOP preparation begins with the preparation of 20 SOP documents according to PT XYZ Bandung's template, and then verified to the process owner. SOP documents that were verified then submitted to PT XYZ Bandung.*

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**Keywords: Business Process, Information Technology Governance, KD No. XX PT. XYZ Bandung, PT. XYZ Bandung, and Standard Operating Procedure (SOP).**

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