

REGULATION OF THE INDONESIA COAST GUARD  
NUMBER 28 OF 2021  
ON  
ELECTRONIC-BASED GOVERNMENT SYSTEM  
WITHIN THE INDONESIA COAST GUARD

BY THE BLESSINGS OF ALMIGHTY GOD

CHIEF OF INDONESIA COAST GUARD,

Considering : a. to embody the implementation of an electronic-based government through the effective, efficient, and sustainable use of information technology and communication, it is necessary to regulate the implementation of an electronic-based government system within the Indonesia Coast Guard;

b. that based on the considerations as referred to in point a, it is necessary to issue a Regulation of the Indonesia Coast Guard on Electronic-Based Government System within the Indonesia Coast Guard;

Observing : 1. Law Number 32 of 2014 on Marine Affairs (State Gazette of the Republic of Indonesia of 2014 Number 294, Supplement to the State Gazette of the Republic of Indonesia Number 5603);

2. Presidential Regulation Number 178 of 2014 on the Indonesia Coast Guard (State Gazette of the Republic of Indonesia of 2014 Number 380);

3. Regulation of the Indonesia Coast Guard Number 17 of 2021 on Organizational Structure and Working Procedures of the Indonesia Coast Guard (State Bulletin of the Republic of Indonesia of 2021 Number 1100);

HAS DECIDED:

To issue : REGULATION OF THE INDONESIA COAST GUARD ON ELECTRONIC-BASED GOVERNMENT SYSTEM WITHIN THE INDONESIA COAST GUARD.

## CHAPTER I

### GENERAL PROVISIONS

#### Article 1

In this Agency Regulation:

1. Indonesia Coast Guard (*Badan Keamanan Laut Republik Indonesia*), hereinafter referred to as Bakamla RI, means a non-ministerial government institution that has operates under and reports directly to the President through the Coordinating Minister for Political, Legal, and Security Affairs.
2. Electronic-Based Government System (*Sistem Pemerintahan Berbasis Elektronik*), hereinafter referred to as SPBE, means the implementation of government administration that utilizes information technology and communication to provide services to SPBE users.
3. SPBE of Bakamla RI means an SPBE implemented within Bakamla RI.
4. SPBE Governance means the framework that ensures the regulation, direction, and control in the integrated implementation of SPBE.
5. SPBE Service means the output generated by one or more SPBE application functions and has useful value.
6. SPBE Management means a series of processes to achieve effective, efficient, and sustainable SPBE implementation and quality of the SPBE services.

7. SPBE Master Plan means a planning document for the development of SPBE of Bakamla RI for a period of 5 (five) years.
8. SPBE Architecture means the basic framework that describes the integration of business processes, data and information, SPBE infrastructure, SPBE applications, and SPBE security to produce integrated SPBE services.
9. SPBE Plan Map means a document that describes the direction and steps for the preparation and implementation of integrated SPBE applied within Bakamla RI.
10. Business Processes means a series of structured and interconnected activities in carrying out tasks and functions within Bakamla RI.
11. SPBE Infrastructure means hardware, software, and facilities that support the operation of systems, applications, data communications, data processing, and storage, integration devices, and other electronic devices provided by Bakamla RI.
12. Intranet Network means a closed network that connects network nodes within an organization.
13. Service Link System means an integration device for exchanging SPBE Services.
14. SPBE Service Integration means the process of linking and unifying several SPBE services in a single workflow of SPBE Services.
15. SPBE Application means a program or group of computer programs and procedures designed to perform tasks or functions of SPBE service.
16. General Applications means SPBE applications that are standardized and used collectively by central agencies and/or local governments.
17. Specific Applications means SPBE applications developed, used, and managed by unit within Bakamla RI to meet specific needs in accordance with the tasks and functions of Bakamla RI.
18. SPBE Security means the integrated security control in SPBE.

19. SPBE Users means all stakeholders who utilize SPBE services.
20. Data Center means a facility used to house electronic systems and other related components for the placement, storage, processing, and recovery of Bakamla RI data.
21. Evaluation of SPBE means a process of assessment with specific methods conducted by SPBE evaluators regarding the implementation of SPBE of Bakamla RI.
22. SPBE Evaluators means individuals, groups of people, or unit who conduct evaluations of SPBE implementation.
23. Interoperability means coordination and collaboration between business processes and between electronic systems, both internal and external to Bakamla RI, for the exchange of data, information, or SPBE services.
24. Bandwidth means the data transfer capacity that can be used on data networks and communication devices.
25. Maritime Zone of Bakamla RI means implementing elements of maritime safety and security in the area, which are under and directly responsible to the Chief of Bakamla RI through the Executive Secretary.
26. Fleet Bases Bakamla RI means technical implementing units within Bakamla RI providing operational support facilities, under and responsible to the Deputy for Operation and Exercise, coordinated by the Head of Maritime Zone of Bakamla RI according to its jurisdiction.
27. Ground Stations means technical units within Bakamla RI under and responsible to the Deputy for Information, Legal and Cooperation, coordinated by the Head of Maritime Zone of Bakamla RI according to the area of responsibility.
28. Maritime Security and Safety Monitoring Stations (*Stasiun Pemantauan Keamanan dan Keselamatan Laut*), hereinafter abbreviated to SPKKL, means technical implementing units within Bakamla RI under and responsible to the Deputy for Information, Legal and Cooperation, coordinated by the Head of Maritime Zone of Bakamla RI according to its jurisdiction.

## CHAPTER II SPBE GOVERNANCE

### Part One General

#### Article 2

- (1) The governance of SPBE of Bakamla RI is carried out to ensure the integrated implementation of SPBE components.
- (2) The SPBE components as referred to in section (1) include:
  - a. SPBE Master Plan;
  - b. SPBE Architecture;
  - c. SPBE Plan Map;
  - d. SPBE plans and budget;
  - e. Business Processes;
  - f. Data and information;
  - g. SPBE Infrastructure;
  - h. SPBE Applications;
  - i. SPBE Security; and
  - j. SPBE Services.

### Part Two SPBE Master Plan

#### Article 3

- (1) The SPBE Master Plan aims to provide direction toward an integrated and sustainable SPBE within Bakamla RI.
- (2) The SPBE Master Plan at least includes:
  - a. the vision, mission, objectives, and targets of SPBE;
  - b. the direction of SPBE policy;
  - c. the SPBE strategy; and
  - d. the strategic plan map of SPBE.
- (3) The SPBE Master Plan is prepared based on the National SPBE, Strategic Plan, and the Road Map of Bakamla RI Bureaucratic Reform.

- (4) The SPBE Master Plan includes a roadmap for integration between central agencies and/or among Maritime Zone of Bakamla RI, Fleet Bases Bakamla RI, Ground Stations, and SPKKLs.
- (5) The SPBE Master Plan will be reviewed every 1 (one) year or at any time based on:
  - a. the results of monitoring and evaluation of the SPBE Master Plan implementation; and/or
  - b. changes in Bakamla RI strategic policies.
- (6) Monitoring and evaluation of the SPBE Master Plan as referred to in section (5) point a will be carried out by unit that manage tasks and functions in the field of information technology and communication.
- (7) The SPBE Master Plan of Bakamla RI is set by the Chief of Bakamla RI.

### Part Three

#### SPBE Architecture

##### Article 4

- (1) The SPBE Architecture of Bakamla RI is prepared by referring to the National SPBE Architecture, Strategic Plan, and Road Map of Bakamla RI Bureaucratic Reform.
- (2) The SPBE Architecture of Bakamla RI is prepared for a period of 5 (five) years.
- (3) The SPBE Architecture of Bakamla RI is established by the Chief of Bakamla.
- (4) To align the SPBE Architecture of Bakamla RI with the National SPBE Architecture, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of state apparatus.
- (5) The preparation of each domain of SPBE Architecture of Bakamla RI is coordinated by:
  - a. the Bureau of Planning and Organization for the Business Process Architecture domain, SPBE Service architecture, and the data and information architecture domain;

- b. the Directorate of Data and Information for the SPBE Application architecture domain, SPBE Infrastructure architecture, and SPBE Security architecture domain.
- (6) The SPBE Architecture of Bakamla RI as referred to in section (1) is established by an Agency Regulation.

#### Article 5

- (1) The SPBE Architecture of Bakamla RI may be reviewed at the mid-term and final year of implementation or at any time as needed.
- (2) The review of SPBE Architecture of Bakamla RI as referred to in section (1) is based on:
- a. the results of monitoring and evaluation of the national SPBE;
  - b. changes in the SPBE elements as referred to in Article 2 section (2) point d to point j;
  - c. changes in the architecture domain as referred to in Article 4 section (3);
  - d. changes in SPBE Master Plan of Bakamla RI; or
  - e. changes in the National Medium-Term Development Plan.
- (3) The review of SPBE Architecture of Bakamla RI is carried out by the Directorate of Data and Information.

#### Part Four

#### SPBE Plan Map

#### Article 6

- (1) The SPBE Plan Map of Bakamla RI contains:
- a. SPBE Governance;
  - b. SPBE Management;
  - c. SPBE Services;
  - d. SPBE Infrastructure;
  - e. SPBE Applications;
  - f. SPBE Security; and
  - g. information technology and communication Audit.

- (2) The SPBE Plan Map of Bakamla RI will be reviewed at the mid-term and final year of implementation or at any time as needed.
- (3) The review of the SPBE Plan Map as referred to in section (2) is based on:
  - a. changes in SPBE Architecture of Bakamla RI;
  - b. changes in Bakamla RI Work Plan; and/or
  - c. the results of monitoring and evaluation of SPBE of Bakamla RI.
- (4) The review of the SPBE Plan Map of Bakamla RI as referred to in section (3) is coordinated by the Executive Secretary.

#### Article 7

- (1) The SPBE Plan Map of Bakamla RI is prepared by referring to the National SPBE Plan Map, SPBE Architecture of Bakamla RI, and Bakamla RI Strategic Plans.
- (2) The SPBE Plan Map of Bakamla RI is prepared for a period of 5 (five) years.
- (3) The SPBE Plan Map of Bakamla RI is established by the Chief of Bakamla RI.
- (4) To align SPBE Plan Map of Bakamla RI with the National SPBE Plan Map, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of state apparatus.
- (5) The review of SPBE Plan Map of Bakamla RI is based on:
  - a. changes in the National SPBE Plan Map;
  - b. changes in Bakamla RI strategic plans;
  - c. changes in SPBE Architecture of Bakamla RI; or
  - d. the results of monitoring and evaluation of SPBE of Bakamla RI.
- (6) The review of SPBE Plan Map of Bakamla RI as referred to in section (5) is carried out by the Chief of Bakamla RI.



Part Five  
SPBE Plans and Budget

Article 8

- (1) The SPBE plans and budget for Bakamla RI is prepared in accordance with Bakamla RI annual planning and budgeting process.
- (2) The preparation of the SPBE plans and budget for Bakamla RI is carried out by the unit having tasks and functions in the field of planning, finance, and in coordination with the unit having tasks and functions in the field of information technology and communication.
- (3) The preparation of the SPBE plans and budget for Bakamla RI as referred to in section (2) is based on proposals and SPBE needs from all units within Bakamla RI.

Part Six  
Business Processes

Article 9

The preparation of Business Processes aims to provide guidelines for the use of data and information as well as the implementation of SPBE Applications, SPBE Security, and SPBE Services, coordinated by the Executive Secretary.

Article 10

The Business Processes as referred to in Article 9 are interconnected and prepared in an integrated manner to support the development or enhancement of integrated SPBE Applications and SPBE Services.

Article 11

In the preparation of the Business Processes as referred to in Article 9 and Article 10, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of state apparatus.

Part Seven  
Data and Information

Article 12

- (1) Data and information encompass all types of data and information owned by Bakamla RI, the public, business actors, and/or other parties.
- (2) The use of data and information as referred to in section (1) prioritizes inter-agency and/or unit data and information within Bakamla RI in accordance with the provisions of legislation.
- (3) Data and information are provided and managed by the unit within Bakamla RI according to their tasks and functions.
- (4) The unit within Bakamla RI as referred to in section (2) are responsible for the accuracy of the data and information provided, as well as the security of strategic and/or confidential data and information.
- (5) The use of data and information as referred to in section (1) is conducted in accordance with the SPBE Architecture of Bakamla RI.
- (6) The integration of data and information is carried out with consideration for the standards of data and information interoperability.
- (7) Unit having tasks and functions in the field of information technology and communication that integrate data and information is obligated to guarantee the security, confidentiality, integrity, authenticity, and non-repudiation of data and information in accordance with the provisions of legislation.
- (8) Further provisions regarding the governance of data and information in the form of an integrated, sustainable, accountable, interoperable, and integrated electronic system are regulated by an Agency Regulation.

Part Eight  
SPBE Infrastructure

Article 13

- (1) SPBE infrastructure is used to improve efficiency, security, and ease of integration in fulfilling the SPBE implementation needs of Bakamla RI.
- (2) SPBE infrastructure consists of:
  - a. information technology and communication facilities and infrastructure;
  - b. Bakamla RI data center; and
  - c. Bakamla RI disaster recovery center.
- (3) SPBE infrastructure is provided and managed by unit having tasks and functions in the field of information technology and communication.
- (4) The development and enhancement of SPBE infrastructure are carried out in alignment with SPBE Architecture of Bakamla RI.
- (5) SPBE infrastructure complies with device standards, interoperability standards, information system security standards, and other standards based on the provisions of legislation.

Article 14

- (1) Information technology and communication devices are all equipment that supports the operation of SPBE.
- (2) The implementation of information technology and communication devices includes:
  - a. planning;
  - b. procurement;
  - c. management; and
  - d. disposal.
- (3) The implementation of information technology and communication devices is carried out by unit within Bakamla RI and coordinated with unit having tasks and functions in the field of information technology and communication.

#### Article 15

- (1) Bakamla RI Data Center is managed by a unit having tasks and functions in the field of information technology and communication.
- (2) The Bakamla RI Data Center functions to manage data and information which includes:
  - a. storing SPBE applications and supporting devices;
  - b. storing and managing data storage;
  - c. ensuring data and information security; and
  - d. managing data and/or information access in accordance with the authority of the unit within Bakamla RI.
- (3) The design and management of Bakamla RI Data Center are required to comply with the Indonesian national standards.
- (4) If the Indonesian national standards are unavailable, the design and management of Bakamla RI Data Center may refer to the international standards.

#### Article 16

- (1) The disaster recovery center functions to ensure the security of data when Bakamla RI data center is not operational.
- (2) The disaster recovery center as referred to in section (1) is managed by a unit having tasks and functions in the field of information technology and communication.

#### Article 17

- (1) Data network and communication devices used to support data network and communication as well as sharing include:
  - a. Intranet Network;
  - b. SPBE Service Link System; and
  - c. Bandwidth.
- (2) Data network and communication devices as referred to in section (1) are managed by unit having tasks and functions in the field of information technology and communication.

#### Article 18

- (1) The use of the Intranet Network aims to maintain security in the transmission of data and information between network nodes within Bakamla RI.
- (2) The Intranet Network implementation may use physical networks built by Bakamla RI and/or network service providers.

#### Article 19

In using the SPBE Service Link System, it is mandatory to:

- a. create connections and intra-network access;
- b. meet the interoperability standards between SPBE services in accordance with the provisions of legislation;
- c. obtain operational feasibility considerations in accordance with the provisions of legislation; and
- d. obtain security feasibility considerations in accordance with the provisions of legislation.

#### Article 20

- (1) Monitoring and evaluation of Bandwidth usage are conducted by the unit having tasks and functions in the field of information technology and communication through an automated system, and evaluated monthly.
- (2) The evaluation results as referred to in section (1) are submitted to the steering committee as input for planning the Bandwidth needs within Bakamla RI.

### Part Nine

#### SPBE Applications

#### Article 21

- (1) SPBE Applications are used to provide SPBE services.
- (2) SPBE Applications as referred to in section (1) consist of:
  - a. General Applications; and
  - b. Specific Applications.
- (3) The integration of SPBE Application development is coordinated by the Directorate of Data and Information

having tasks and functions in the field of information technology and communication.

- (4) The development and enhancement of SPBE Applications refer to the SPBE Architecture in accordance with the provisions of legislation.

#### Article 22

- (1) General Applications are developed and enhanced with the following provisions:
  - a. aligned with the National SPBE Architecture;
  - b. based on the National SPBE Master Plan; and
  - c. meeting the technical standards and procedures for the development and enhancement of General Applications in accordance with the provisions of legislation.
- (2) General Applications and their source codes are registered and stored in the SPBE application storage.
- (3) General Applications are required to be used by all units within Bakamla RI.

#### Article 23

- (1) Specific Applications are developed and enhanced with the following provisions:
  - a. in accordance with the tasks and functions of Bakamla RI;
  - b. aligned with the SPBE Architecture;
  - c. based on the SPBE Master Plan; and
  - d. meeting the technical standards and procedures for the development and enhancement of Specific Applications in accordance with the provisions of legislation.
- (2) Specific Applications may be developed and enhanced by unit within Bakamla RI according to their tasks and functions, after obtaining approval from the unit having tasks and functions in the field of information technology and communication.

Part Ten  
SPBE Security

Article 24

- (1) The implementation of SPBE by each unit is required to apply the SPBE Security standards of Bakamla RI.
- (2) The SPBE Security standards as referred to in section (1) include:
  - a. confidentiality assurance through the establishment of security classifications, access restrictions, and other security controls;
  - b. integrity through the detection of modifications;
  - c. availability through backup and recovery provisions;
  - d. authenticity through the provision of verification and validation mechanisms; and
  - e. non-repudiation through the application of digital signatures and the use of digital certificates.
- (3) The application of security is required to meet the technical standards and procedures for SPBE Security.
- (4) In applying SPBE Security and resolving SPBE Security issues, the head of the unit may consult and/or coordinate with the head of the unit having tasks and functions in the field of information technology and communication, and with leaders of institutions administering government duties in the field of cybersecurity.
- (5) The resolution of SPBE Security issues is carried out in accordance with the provisions of legislation.

Part Eleven  
SPBE Services

Article 25

SPBE Services consist of:

- a. electronic-based government administrative services; and
- b. electronic-based public services.

#### Article 26

- (1) Electronic-based government administrative services as referred to in Article 25 point a aim to support internal bureaucracy operations to improve performance and accountability in the implementation of SPBE of Bakamla RI.
- (2) Electronic-based government administrative services include services that support activities in planning, financial management, procurement of goods/services, human resources, archiving, state property management, supervision, performance accountability, and other services as required by internal bureaucracy within Bakamla RI.
- (3) Electronic-based government administrative services are implemented through the development and enhancement of general applications as referred to in Article 21 section (2).

#### Article 27

- (1) Electronic-based public services as referred to in Article 25 point b are services that support Bakamla RI in providing public services.
- (2) Electronic-based public services include services that support activities in the field of maritime security and safety.
- (3) Electronic-based public services as referred to in section (2) may be developed according to public service needs within Bakamla RI.

#### Article 28

- (1) The integration of SPBE Services is based on the SPBE Architecture.
- (2) The integration of SPBE Services between ministries/institutions and/or Bakamla RI is coordinated by the unit having tasks and functions in the field of information, technology, and communication.



#### Article 29

- (1) Unit within Bakamla RI that provides SPBE services is required to implement service complaint functions.
- (2) The service complaint function has the task to provide services to SPBE Users by providing quick and appropriate solutions to address complaints and/or requests from SPBE Users.
- (3) In implementing service complaints as referred to in section (1), the unit must:
  - a. provide a service complaint contact point;
  - b. record service disruption reports;
  - c. record service requests;
  - d. monitor and inform the status of service disruptions and service requests; and
  - e. provide information, solutions, and education to SPBE Users of Bakamla RI.
- (4) Service complaints are carried out in accordance with the operational standards and/or technical instructions set by the head of the unit having tasks and functions in the field of information technology and communication.
- (5) Service complaint reports are submitted periodically to the task force having tasks and functions in the field of information technology and communication.

### CHAPTER III

#### SPBE MANAGEMENT

##### Part One

##### General

#### Article 30

- (1) SPBE management includes:
  - a. risk management;
  - b. information security management;
  - c. data management;
  - d. information technology and communication asset management;

- e. human resource management;
  - f. knowledge management;
  - g. change management; and
  - h. SPBE service management.
- (2) SPBE management is carried out in accordance with the provisions of legislation.

## Part Two Risk Management

### Article 31

- (1) The risk management as referred to in Article 30 section (1) point a aims to ensure the sustainability of SPBE by minimizing the impact of risks in SPBE.
- (2) Risk management is carried out through a series of processes including identification, analysis, control, monitoring, and evaluation of risks in SPBE.
- (3) Risk management is implemented based on the SPBE risk management guidelines.
- (4) In implementing risk management, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of state apparatus.

## Part Three Information Security Management

### Article 32

- (1) Information security management as referred to in Article 30 section (1) point b aims to ensure the sustainability of SPBE by minimizing the impact of information security risks.
- (2) Information security management is carried out through a series of processes including scope definition, designation of responsibilities, planning, operational support, performance evaluation, and continuous improvement of information security in SPBE.

- (3) Information security management is implemented based on the SPBE information security management guidelines.
- (4) In implementing information security management, the leader of Bakamla RI coordinates and may consult with the head of the institutions administering government duties in the field of cybersecurity.

#### Part Four

#### Data Management

##### Article 33

- (1) The data management as referred to in Article 30 section (1) point c aims to ensure the creation of accurate, up-to-date, integrated, and accessible data to serve as the basis for planning, implementation, and evaluation in the performance of Bakamla RI tasks and functions.
- (2) Data management is carried out through a series of processes for managing data architecture, master data, reference data, databases, and data quality.
- (3) Data management is implemented based on the SPBE data management guidelines.
- (4) In implementing data management, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of national development planning.

#### Part Five

#### Information Technology and Communication

#### Asset Management

##### Article 34

- (1) The information technology and communication asset management as referred to in Article 30 section (1) point d aims to ensure the availability and optimal use of information technology and communication assets in SPBE.
- (2) Information technology and communication asset management is carried out through a series of processes

including planning, procurement, management, and disposal of hardware and software used in SPBE.

- (3) Information technology and communication asset management is implemented based on the SPBE information technology and communication asset management guidelines.
- (4) In implementing information technology and communication asset management, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of communication and information technology.

## Part Six

### Human Resource Management

#### Article 35

- (1) The human resource management as referred to in Article 30 section (1) point e aims to manage and utilize SPBE in the unit within Bakamla RI.
- (2) Each unit within Bakamla RI that provides SPBE services is required to provide personnel with functional positions in Computer System Analysts, Informatics Managers, and/or other functional positions according to competency standards based on:
  - a. job analysis;
  - b. workload analysis; and
  - c. applicable job mapping in accordance with the provisions of legislation.
- (3) Functional positions of Computer System Analysts and Informatics Managers within Bakamla RI who have reached the senior or principal level are obligated to carry out tasks and functions in unit having tasks and functions in the field of information technology and communication.
- (4) Unit having tasks and functions in the field of information technology and communication strengthen or improve human resources through:

- a. development of expertise and competencies in information technology and communication;
- b. competency certification;
- c. information technology and communication assessors;
- d. building an SPBE-based culture; and
- e. implementing partnerships with various parties.

## Part Seven

### Knowledge Management

#### Article 36

- (1) The knowledge management as referred to in Article 30 section (1) point f aims to improve the quality of SPBE services and support decision-making processes in SPBE.
- (2) Knowledge management is carried out through a series of processes including the collection, processing, storage, use, and transfer of knowledge and technology generated within SPBE.
- (3) Knowledge management is implemented based on the SPBE knowledge management guidelines.
- (4) In implementing knowledge management, the leader of Bakamla RI coordinates and may consult with the head of non-ministerial government institutions administering government duties in the field of study and application of technology.

## Part Eight

### Change Management

#### Article 37

- (1) The change management as referred to in Article 30 section (1) point g aims to ensure the sustainability and improve the quality of SPBE Services through the control of changes occurring within SPBE.
- (2) Change management is carried out through a series of processes including planning, analysis, development,

implementation, monitoring, and evaluation of changes in SPBE.

- (3) Change management is implemented based on the SPBE change management guidelines.
- (4) In implementing change management, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of state apparatus.

## Part Nine

### SPBE Service Management

#### Article 38

- (1) The SPBE Service Management as referred to in Article 30 section (1) point h aims to ensure the sustainability and improve the quality of SPBE Services to SPBE Users.
- (2) SPBE Service Management is carried out through a series of processes involving SPBE User services, SPBE Service operations, and SPBE Application management.
- (3) The SPBE User services as referred to in section (2) include activities related to complaints, disruptions, issues, requests, and changes in SPBE Services from SPBE Users.
- (4) The SPBE Service operations as referred to in section (2) include activities related to the utilization and maintenance of SPBE Infrastructure and SPBE Applications.
- (5) The SPBE Application management as referred to in section (2) includes activities related to the development and enhancement of applications based on the methodologies for SPBE Application development and enhancement.
- (6) SPBE Service management is implemented based on the SPBE Service management guidelines.
- (7) In implementing SPBE Service management, the leader of Bakamla RI coordinates and may consult with the minister administering government affairs in the field of communication and information technology.

## CHAPTER IV INFORMATION TECHNOLOGY AND COMMUNICATION AUDIT

### Article 39

- (1) In order to ensure the reliability and security of the information technology and communication system within Bakamla RI, it is necessary to conduct audits periodically.
- (2) The audits as referred to in section (1) consist of:
  - a. infrastructure audit;
  - b. application audit; and
  - c. security audit.
- (3) The audits as referred to in section (1) are carried out by inspecting:
  - a. governance and management implementation;
  - b. functionality;
  - c. performance results; and
  - d. other aspects.
- (4) The audit is carried out by the Bakamla RI Inspectorate having tasks and functions in the field of internal supervision.

## CHAPTER V SPBE ORGANIZERS

### Article 40

- (1) To improve the integration of SPBE Governance, SPBE Management, and information technology and communication audits, as well as the monitoring and Evaluation of SPBE of Bakamla RI, an SPBE Coordination Team of Bakamla RI is formed.
- (2) The SPBE Coordination Team of Bakamla RI as referred to in section (1) is under the authority of and responsible to the Chief of Bakamla RI.
- (3) The SPBE Coordination Team of Bakamla RI is tasked with coordinating and implementing SPBE policies.
- (4) The SPBE Coordination Team of Bakamla RI consists of a chairperson and members appointed based on a Decision of the Chief of Bakamla RI.

- (5) In carrying out its tasks, the SPBE Coordination Team of Bakamla RI may involve relevant units.
- (6) The tasks and procedures of the SPBE Coordination Team of Bakamla RI are stipulated by the Chairperson of the SPBE Coordination Team of Bakamla RI.

## CHAPTER VI SPBE ACCELERATION

### Part One General

#### Article 41

- (1) To improve the quality of governance and public services, SPBE acceleration is carried out within Bakamla RI.
- (2) The SPBE acceleration as referred to in section (1) is carried out by developing General Applications and SPBE Infrastructure within Bakamla RI to provide SPBE Services.

### Part Two Development and Enhancement of General Applications

#### Paragraph 1 General

#### Article 42

- (1) The development and/or enhancement of General Applications aims to provide SPBE Services that support government activities in the following fields:
  - a. planning;
  - b. budgeting;
  - c. government procurement of goods and services;
  - d. performance accountability;
  - e. monitoring and evaluation;
  - f. archiving;
  - g. human resource management; and
  - h. public service complaints.



- (2) The development, enhancement, and implementation of General Applications as referred to in section (1) are carried out not later than 2 (two) years after this Regulation comes into force.
- (3) The leader of Bakamla RI prevents and/or stops the development and enhancement of applications similar to the General Applications as referred to in section (1).

#### Paragraph 2

Planning, Budgeting, Government Procurement of Goods  
and Services, Performance Accountability,  
and Monitoring and Evaluation

#### Article 43

- (1) Optimization, transparency, and accountability in planning, budgeting, and government procurement of goods and services require integration of the Business Processes in planning, budgeting, government procurement of goods and services, performance accountability, and monitoring and evaluation within Bakamla RI.
- (2) The integration of Business Processes in planning, budgeting, government procurement of goods and services, performance accountability, and monitoring and evaluation as referred to in section (1) is carried out in accordance with the provisions of legislation.
- (3) The integration of the Business Processes in planning, budgeting, government procurement of goods and services, performance accountability, and monitoring and evaluation as referred to in section (1) is applied through the integration of SPBE Services that include planning services, budgeting services, procurement services, performance accountability services, and monitoring and evaluation services.
- (4) The integration of SPBE Services as referred to in section (3) is carried out through:

- a. data sharing for planning, budgeting, government procurement of goods and services, performance accountability, and monitoring and evaluation;
- b. the establishment of an integrated database for data sharing; and
- c. the establishment of integrated planning, budgeting, procurement, performance accountability, and monitoring and evaluation application systems.

### Paragraph 3

#### Archiving

#### Article 44

- (1) To ensure efficiency in the implementation of administrative governance and integrated archiving, the implementation of electronic archiving is carried out within Bakamla RI.
- (2) The integration of the Business Processes for archiving management is carried out in accordance with the provisions of legislation.
- (3) The integration of the Business Processes for archiving management as referred to in section (2) is applied through the integration of archiving services within Bakamla RI.
- (4) The integration of archiving services as referred to in section (3) is carried out through:
  - a. sharing of archives and archiving information between unit within Bakamla RI;
  - b. the establishment of an integrated database for sharing data and archiving information; and
  - c. the establishment of an integrated archiving application system.

Paragraph 4  
Human Resources

Article 45

- (1) To ensure efficiency and transparency in personnel management within Bakamla RI, the implementation of electronic civil servant management is carried out.
- (2) The integration of the Business Processes for civil servant management is carried out based on the provisions of legislation.
- (3) The integration of the Business Processes for civil servants management as referred to in section (2) is applied through the integration of human resource services for consolidating civil servant data from all units within Bakamla RI.
- (4) The integration of human resource services as referred to in section (3) is carried out through:
  - a. sharing of human resource data within Bakamla RI;
  - b. the establishment of an integrated database for sharing data and information related to human resources;
  - c. the establishment of an integrated human resource application system; and
  - d. the establishment of human resource service transactions within Bakamla RI.

Paragraph 5  
Public Service Complaints

Article 46

- (1) To ensure the speed, transparency, and accountability of public services, the implementation of electronic public service complaints is carried out within Bakamla RI.
- (2) The integration of the Business Processes for public service complaints is carried out in accordance with the provisions of legislation.

- (3) The integration of the Business Processes for public service complaints as referred to in section (2) is applied through the integration of electronic public service complaint services within Bakamla RI.
- (4) The integration of public service complaint services as referred to in section (3) is carried out through:
  - a. sharing of data and information related to public service complaints;
  - b. the establishment of an integrated database for sharing data and information related to public service complaints; and
  - c. the establishment of an integrated public service complaint application system.

### Part Three

#### Development and Enhancement of SPBE Infrastructure

##### Article 47

- (1) To support the operation of General Applications as referred to in Article 42, the development and/or enhancement of SPBE Infrastructure of Bakamla RI is carried out.
- (2) SPBE Infrastructure of Bakamla RI is developed and/or enhanced in an integrated manner not later than 3 (three) years after this Regulation comes into force.
- (3) In the operation of General Applications as referred to in Article 42, central government agencies and local governments must use the SPBE Infrastructure of Bakamla RI not later than 1 (one) year after the SPBE Infrastructure of Bakamla RI is established.
- (4) The development of SPBE Infrastructure of Bakamla RI is carried out in accordance with the technical requirements set and the provisions of legislation.

Part Four

Funding

Article 48

The funding required for the SPBE acceleration within Bakamla RI is charged to the State Budget.

CHAPTER VII

MONITORING AND EVALUATION OF SPBE

Article 49

- (1) Monitoring and evaluation aim to measure the progress and improve the quality of SPBE within Bakamla RI.
- (2) Monitoring and evaluation are carried out by:
  - a. internal SPBE Evaluators; and
  - b. external SPBE Evaluators.
- (3) Internal SPBE Evaluators as referred to in section (2) point a conduct self-evaluation of SPBE within Bakamla RI.
- (4) External SPBE Evaluators as referred to in section (2) point b conduct external evaluations through verification and validation of the results of the self-evaluation of SPBE

Article 50

The evaluation of SPBE of Bakamla RI may be conducted independently and coordinated by the Executive Secretary of Bakamla RI.

CHAPTER VIII

CLOSING PROVISION

Article 51

This Agency Regulation comes into force on the date of its promulgation.

In order that every person may know hereof, it is ordered to promulgate this Agency Regulation by its placement in the State Bulletin of the Republic of Indonesia.

Issued in Jakarta  
on 13 December 2021

CHIEF OF INDONESIA COAST GUARD,

signed

AAN KURNIA

Promulgated in Jakarta  
on 14 December 2021

DIRECTOR GENERAL OF LEGISLATION  
OF THE MINISTRY OF LAW AND HUMAN RIGHTS  
OF THE REPUBLIC INDONESIA,

signed

BENNY RIYANTO

STATE BULLETIN OF THE REPUBLIC OF INDONESIA OF 2021 NUMBER 1352

Jakarta, 18 September 2025  
Has been translated as an Official Translation  
on behalf of Minister of Law  
of the Republic of Indonesia

DIRECTOR GENERAL OF LEGISLATION,

