

REGULATION OF THE NATIONAL CYBER AND CRYPTO AGENCY  
OF THE REPUBLIC OF INDONESIA  
NUMBER 6 OF 2024  
ON  
ORGANIZATION AND WORK PROCEDURES OF  
GENERAL OFFICE OF CERTIFICATION AUTHORITY

BY THE BLESSINGS OF ALMIGHTY GOD

THE HEAD OF THE NATIONAL CYBER AND CRYPTO AGENCY,

- Considering:
- a. that in order to facilitate the arrangement of the duties and functions, organization, and work procedures following the organization restructuring of the National Cyber and Crypto Agency, and to further enhance performance, it is necessary to amend the technical implementing unit within the organizational context from its original Office of Digital Certificate into General Office of Certification Authority;
  - b. that the amendment of the technical implementing unit as referred to in point a has received approval from the Minister of Administrative and Bureaucratic Reform;
  - c. that based on the considerations as referred to in point a and point b, it is necessary to issue Regulation of the National Cyber and Crypto Agency on Organization and Work Procedures of the General Office of Certification Authority;
- Observing:
1. Presidential Regulation Number 28 of 2021 on the National Cyber and Crypto Agency (State Gazette of the Republic of Indonesia of 2021 Number 101);
  2. Regulation of the National Cyber and Crypto Agency Number 6 of 2021 on Organization and Work Procedures of the National Cyber and Crypto Agency (State Bulletin of the Republic of Indonesia of 2021 Number 803) as amended by Regulation of the National Cyber and Crypto Agency Number 4 of 2023 on Amendment to Regulation of National Cyber and Crypto Agency Number 6 of 2021 on Organization and Work Procedures of the National Cyber and Crypto Agency (State Bulletin of the Republic of Indonesia of 2023 Number 544);

HAS DECIDED:

To issue: REGULATION OF THE NATIONAL CYBER AND CRYPTO AGENCY  
ON ORGANIZATION AND WORK PROCEDURES OF THE  
GENERAL OFFICE OF CERTIFICATION AUTHORITY.

## CHAPTER I GENERAL PROVISIONS

### Article 1

In this Agency Regulation:

1. National Cyber and Crypto Agency means government agency administering government duties in the field of cyber security and cryptography.
2. General Office of Certification Authority means technical implementing unit within the National Cyber and Crypto Agency responsible for providing electronic certification services to state administrator institution personnel and/or state administrator institutions in accordance with the provisions of legislation.
3. Functional Position means a group of positions which consist of functions and duties related to functional services based on specific expertise and skill.
4. Implementing Position means a group of positions which consists of functions and duties on the execution of public service activities, as well as government and development administration.

## CHAPTER II STATUS, DUTIES, AND FUNCTIONS

### Article 2

- (1) General Office of Certification Authority is a technical implementing unit in the National Cyber and Crypto Agency which is under and responsible to the Head of the National Cyber and Crypto Agency.
- (2) The General Office of Certification Authority as referred to in section (1) is administratively supervised by the Principal Secretary.
- (3) The General Office of Certification Authority as referred to in section (1) is led by a Head.

### Article 3

The General Office of Certification Authority has the duty to implement governance, services, information technology, and information security for the implementation of electronic certification.

### Article 4

In performing the duties as referred to in Article 3, the General Office of Certification Authority carries out the following functions of:

- a. formulation of electronic certification plans, programs, and budget;
- b. conducting compliance and security assessments of digital certificates;
- c. conducting administrative services and assistance, issuance, renewal, and revocation of digital certificates;
- d. conducting electronic certification system management;
- e. conducting asymmetric key management;
- f. performing integration of electronic certificate-based systems;

- g. conducting maintenance of electronic certification software and hardware;
- h. conducting information security assurance;
- i. performing human resources, organization, governance, finance, legal affairs, public relations, cooperation, equipment, correspondence and archiving, management of state-owned property/assets, and household affairs; and
- j. conducting evaluation and reporting.

### CHAPTER III ORGANIZATIONAL STRUCTURE

#### Article 5

- (1) General Office of Certification Authority consists of:
  - a. General Affairs Division;
  - b. Governance Division;
  - c. Operational Service Division;
  - d. Information Technology Division;
  - e. Information Security Division; and
  - f. group of Functional Positions.
- (2) The organizational structure chart as referred to in section (1) is listed in the Annex as an integral part of this Agency Regulation.

#### Article 6

The General Affairs Division has the duty to implement the preparation of plans, programs and budgets, finance, human resources, organization, governance, legal affairs and public relations, cooperation, equipment, household, correspondence and archiving, management of state-owned property/assets, as well as evaluation and reporting.

#### Article 7

In performing the duties as referred to in Article 6, the General Affairs Division carries out the following functions of:

- a. preparation of plans, programs, and budget;
- b. execution of financial affairs;
- c. administration of human resources, organization, and governance affairs;
- d. administration of legal affairs, public relations, and cooperation;
- e. administration of equipment, household, and management of state-owned property/assets affairs;
- f. administration of correspondence and archiving affairs; and
- g. preparation of evaluation and reporting.

#### Article 8

The General Affairs Division consists of groups of Functional Positions and Implementing Positions.

#### Article 9

The Governance Division has the duty to carry out compliance and security assessments for the operation of electronic certification.

#### Article 10

In performing the duty as referred to in Article 9, the Governance Division carries out the following functions of:

- a. preparation, alignment, and review of electronic certification governance policy documents;
- b. formulation of electronic certification technical guidelines;
- c. reviewing and control of the implementation of standards and procedures;
- d. implementation of standardization of the operation of electronic certification;
- e. supervision of the implementation of standards and electronic certification management systems;
- f. implementation of electronic certification risk management; and
- g. implementation of incident management of the electronic certification system.

#### Article 11

The Governance Division consists of groups of Functional Positions and Implementing Positions.

#### Article 12

The Operational Service Division has the duty to carry out administrative services and assistance, issuance, renewal, and revocation of digital certificates.

#### Article 13

In performing the duties as referred to in Article 12, the Operational Service Division carries out the following functions of:

- a. implementation of services, dissemination, consultation, and technical guidance in the use of digital certificates;
- b. identification of user needs;
- c. implementation of user service management;
- d. development of electronic certification services;
- e. implementation of services for inspection, changes and deletion of user data; and
- f. resolution of problems with disruptions to electronic certification services.

#### Article 14

The Operational Service Division consists of groups of Functional Positions and Implementing Positions.

#### Article 15

The Information Technology Division has the duties to implement the management of electronic certification systems, management of asymmetric keys, integration of digital certificate-based systems, and maintenance of electronic certification software and hardware.

#### Article 16

In performing the duties as referred to in Article 15, the Information Technology Division carries out the following functions of:

- a. management of electronic certification information technology infrastructure;
- b. management, review, maintenance, and security of electronic certification facilities and equipment;
- c. management of capacity and renewal of information technology infrastructure;
- d. management of public key infrastructure;
- e. assurance of the availability of electronic certification systems;
- f. establishment and development of electronic certification systems; and
- g. management of internal information technology support for the General Office of Certification Authority.

#### Article 17

The Information Technology Division consists of groups of Functional Positions and Implementing Positions.

#### Article 18

The Information Security Division has the duty to implement the security assurance of the electronic certification information.

#### Article 19

In performing the duty as referred to in Article 18, the Information Security Division carries out the following functions of:

- a. management of configurations on security devices;
- b. management of electronic certification vulnerabilities;
- c. implementation of information security controls of electronic certification system;
- d. security control of supporting devices for the operation of electronic certification services; and
- e. information security incident management for the electronic certification system.

#### Article 20

The Information Security Division consists of groups of Functional Positions and Implementing Positions.

## CHAPTER IV GROUP OF FUNCTIONAL POSITIONS

### Article 21

Functional Positions can be determined within the General Office of Certification Authority as needed, with implementation carried out in accordance with the provisions of legislation.

### Article 22

- (1) Group of Functional Positions has the duty of providing functional services in carrying out the duties and functions of the Head in accordance with their areas of expertise and skills.
- (2) In performing the duties as referred to in section (1), the group of Functional Positions may work individually and/or in a work team to support the achievement of organizational goals and performance.
- (3) The assignment of duties to the group of Functional Positions is regulated by the Head in accordance with needs, workload, and issues encountered.
- (4) The work team as referred to in section (2) consists of:
  - a. team leader; and
  - b. team members.
- (5) The team leader as referred to in section (4) point a is appointed from functional officials assigned by the Head, taking into account the competencies and expertise required for the execution of duties.
- (6) The team leader as referred to in section (4) point a implements the mechanism for coordination and management of activities in accordance with their areas of duty.
- (7) The implementation of the duties and assignments of the group of Functional Positions is carried out in accordance with the provisions of legislation.

### Article 23

- (1) The Group of Functional Positions as referred to in Article 22 consists of various types of Functional Positions according to their respective fields of expertise, with appointments made in accordance with the provisions of legislation.
- (2) The number of the group of Functional Positions as referred to in section (1) is determined according to needs based on job analysis and workload.
- (3) The duties, types, and levels of the group of Functional Position as referred to in section (1) are determined in accordance with the provisions of legislation regulating each respective Functional Position.

## CHAPTER V WORK PROCEDURES

### Article 24

The General Office of Certification Authority formulates a business process map that describes effective and efficient work relation management among the organizational units in General Office of Certification Authority.

### Article 25

The Head submits a report to the Head of the National Cyber and Crypto Agency regarding the result of the performance of the General Office of Certification Authority duties and functions periodically or at any time according to the needs.

### Article 26

The General Office of Certification Authority must set up job analysis, job map, workload analysis, and job description of all positions in the General Office of Certification Authority.

### Article 27

Each element in the General Office of Certification Authority in performing its duties must apply the principles of coordination, integration, and synchronization both in the General Office of Certification Authority and in relations with the central and local government institutions, as well as other relevant institutions.

### Article 28

All elements in the General Office of Certification Authority must implement the government's internal control system in their respective units in accordance with the provisions of legislation.

### Article 29

- (1) Each organizational unit head is responsible for leading and coordinating subordinates and providing guidance as well as instructions for the performing duties in accordance with the established job descriptions.
- (2) The guidance and instructions as referred to in section (1) must be followed and adhered to by subordinates responsibly and reported periodically in accordance with the provisions of legislation.

### Article 30

Each organizational unit head must follow and comply with instructions and be responsible to their respective superiors and submit performance reports periodically on timely basis.

### Article 31

In performing their duties, each organizational unit head must provide coaching and supervision of the organizational unit of its lower level.

## CHAPTER VI POSITIONS

### Article 32

- (1) The Head is a *pratama* high-ranking position or a structural position of echelon II.b.
- (2) The Head of Division is an administrator position or a structural position of echelon III.a.
- (3) The Head of Division is an administrator position or a structural position of echelon III.a.

## CHAPTER VII LOCATION

### Article 33

General Office of Certification Authority is located in Jakarta, Special Regional Province of Jakarta.

## CHAPTER VIII MISCELLANEOUS PROVISIONS

### Article 34

Changes to the organizational structure and work procedures of General Office of Certification Authority are determined by the Head of the National Cyber and Crypto Agency after obtaining written approval from the minister administering government affairs in the field of state apparatus.

## CHAPTER IX TRANSITIONAL PROVISIONS

### Article 35

At the time this Agency Regulation comes into force, all available positions and officials holding positions in the Office of Digital Certificates regulated in Regulation of the Head of the National Cyber and Crypto Agency Number 2 of 2019 on Organization and Work Procedures of Office of Digital Certificates remain performing their duties and functions until new positions are established and new officials are appointed in accordance with this Agency Regulation.

## CHAPTER X CLOSING PROVISIONS

### Article 36

At the time this Regulation comes into force, Regulation of the National Cyber and Crypto Agency Number 2 of 2019 on Organization and Work Procedures of Office of Digital Certificate (State Bulletin of the Republic of Indonesia of 2019 Number 339), is repealed and declared ineffective.



Article 37

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 State Bulletin of the Republic of Indonesia.

Issued in Jakarta  
on 3 September 2024  
HEAD OF NATIONAL CYBER  
AND CRYPTO AGENCY,

signed

HINSA SIBURIAN

Promulgated in Jakarta  
on 4 September 2024

DIRECTOR GENERAL OF LEGISLATION OF MINISTRY OF LAW AND HUMAN  
RIGHTS OF REPUBLIC OF INDONESIA AD. INTERIM,

signed

ASEP N. MULYANA

STATE BULLETIN OF THE REPUBLIC OF INDONESIA OF 2024 NUMBER 527

Jakarta, 19 December 2024  
Has been translated as an Official Translation  
on behalf of the Minister of Law  
of the Republic of Indonesia  
DIRECTOR GENERAL OF LEGISLATION,

DHAHANA PUTRA

