

ABSTRACT

In this modern era, there is a need for proficiency in information technology with the aim of enhancing the quality of a university, including the School of Industrial and System Engineering at Telkom University. To support technological proficiency, high-quality IT performance management is necessary. In this research, the problem statement is how to conduct an assessment of IT Performance Management at the School of Industrial and System Engineering Telkom University, using the COBIT 2019 framework within the MEA01 domain for mapping to the LAM INFOKOM standards. The main issues encompass the extent to which the School of Industrial and System Engineering at Telkom University has met the requirements of the LAM INFOKOM standards and the COBIT 2019 MEA01 domain in IT management, by conducting capability level assessments, performing GAP Analysis, and determining potential improvements and recommendations. This research utilizes the COBIT 2019 framework with the LAM INFOKOM standards. Based on the analysis conducted by the researcher, the conclusions drawn from the Assessment of IT Performance Management at the School of Industrial and System Engineering Telkom University, using the COBIT 2019 framework within the APO07 domain for mapping to the LAM INFOKOM standards are as follows MEA01.01 - Establish a monitoring approach received a score of 100% (Fully) at capability level 3. MEA01.02 - Set performance and conformance targets received a score of 100% (Fully) at capability level 2. MEA01.03 - Collect and process performance and conformance data received a score of 100% (Fully) at capability level 4. MEA01.04 - Analyze and report performance received a score of 0% (Not) at capability level 5. MEA01.05 - Ensure the implementation of corrective actions received a score of 100% (Fully) at capability level 2. Based on the GAP Analysis in the assessment of IT Performance Management, recommendations were obtained in the following areas People Aspect: Recommendations include adding roles, tasks, skill enhancement, and communication improvement. Process Aspect: Suggestions involve adding policies, procedures, and reporting formats. Technology Aspect: Recommendations pertain to features within applications.

Keywords: IT Performance Management, COBIT 2019 Domain MEA01, LAM-INFOKOM Standards, School of Industrial and System Engineering Telkom University.