

ABSTRACT

IT delivery value refers to the ability of an organisation to deliver value or benefits to stakeholders through the use of IT. In higher education, IT delivery value includes aspects such as the quality of education, research, community service, and student services. One of the challenges in the Faculty of Industrial Engineering, Telkom University is how to optimise the value generated from information technology investment. Therefore, to be able to provide an optimal value or benefit, an assessment process of IT delivery value is needed so that it can determine the capability of IT delivery value and then produce conclusions on the level of capability and recommendations for improvement. This research aims to measure and provide recommendations for IT delivery value at the Faculty of Industrial Engineering, Telkom University using the COBIT 2019 Domain APO04 framework in the LAM-INFOKOM standard mapping through the capability assessment method, gap analysis search, and potential improvement. This research uses qualitative methods and data is collected by conducting interviews with relevant parties at the Faculty of Industrial Engineering, Telkom University and analysing documents related to the case study. The results of the research conducted were the discovery of gaps in the APO04.04 section which scored 50% (partially) at level 2 and APO04.05 which scored 67% (largely) at level 3. The gap is then used as a reference for potential improvements. The potential improvements resulted in recommendations on people, process, and technology aspects. The people aspect received a recommendation to socialise additional task details. In the process aspect, there are recommendations to develop procedures, work instructions, and additional documentation. In the technology aspect, there are recommendations in the form of making tools.

Keywords : *IT Delivery Value, LAM-INFOKOM, COBIT 2019 APO04 Domain, School of Industrial and System Engineering.*