

ABSTRACT

PT. Industri Telekomunikasi Indonesia (INTI) is one of the State-Owned Enterprises (SOEs) which has several subsidiary companies with a total workforce consists of approximately 600 people. Management of Information Technology-related aspects of the organization and human resource services in PT.Industri Telekomunikasi Indonesia (INTI) is not optimal in supporting and flow of business processes and corporate objectives. It can be seen from the decline in customer satisfaction caused by the absence of internal mechanisms to identify and quantify the requirements and expectations of customers as well as customer satisfaction. In addition, there is also no mechanism systematically to build customer loyalty in the context of customer retention. Therefore it is necessary to design information technology governance in PT.INTI for quality management and performance of information technology to manage human resources for the purpose of the company can be reached. This study menggunakan COBIT 5 framework that is focused on the domain APO (Align, Plan, and Organize). The research process begins with a literature study and field work related to information technology governance in PT.INTI. Furthermore, assessment and analysis of the current level of capability PT.INTI based COBIT 5. The results of the assessment and analysis is then poured into the design process of IT governance and planning documents to complete the assessment results are less capability based on the COBIT 5.

Keywords : Information Technology, IT Governance, COBIT 5, APO, PT.INTI