ABSTRACT

In this modern era, there is a need for mastery of information technology which aims to improve the quality of a tertiary institution, including the Faculty of Industrial Engineering, Telkom University. To support the mastery of technology, it is necessary to have quality human resource management. This research has a formulation of the problem how to value the capability level of Information and Technology (IT) Human Capital Management at the Industrial Engineering Faculty of Telkom University with the COBIT 2019 domain APO07 framework in mapping the LAM INFOKOM standard, and what are the recommendations for potential improvement of Information and Technology (IT) Human Capital Management in terms of people aspects, process aspects, and technological aspect. This research uses the 2019 COBIT framework with the LAM INFOKOM standard. Based on the results of the analysis carried out by the researcher, it was concluded that the results of the Information and Technology (IT) Human Capital Management capability assessment at the Faculty of Industrial Engineering, Telkom University, the COBIT 2019 domain APO07 framework in mapping the LAM INFOKOM standard were obtained on criterion A and APO07.06 practice, namely Level 2 with a value of 60%. (Largely), on criteria B, C and practice APO07.01, APO07.02 namely Level 3 with a value of 100% (Fully), on APO07.03, APO07.05 namely with Level 4 with a value of 100% (Fully), and on criterion D and APO07.04 practice, namely Level 3 with a score of 100% (Fully). The results of the gap analysis on Information and Technology (IT) Human Capital Management produce recommendations on the people aspect in the form of outreach. In the process aspect, it produces a draft work contract. On the technology aspect, it generates recommendations related to the selection of tools.

***Keywords**: COBIT 2019, IT Governance, IT Human Capital Management.*