

## ABSTRACT

Every lecturer in Indonesia is tasked with fulfilling the Tri Dharma Perguruan Tinggi, which includes their primary responsibilities as outlined by Higher Education Services Institution regulations. Alongside teaching activities, lecturers must also fulfill supporting tasks aimed at personal development. The School of Industrial Engineering at Telkom University consistently supports faculty lecturers in meeting these responsibilities through monitoring and evaluation. However, challenges arise for the dean's office, head of study program, and head of expertise group in effectively overseeing these supporting tasks. Interviews with faculty leaders reveal difficulties in obtaining and monitoring task-related information, leading to visibility issues. This lack of information, combined with the absence of an integrated system among faculty executives, obstructs the monitoring and management processes within the School of Industrial Engineering.

In addressing current challenges and streamlining the monitoring process of supporting tasks for faculty lecturers in the School of Industrial Engineering, a dashboard has been designed, accompanied by a proposed new business process. The dashboard design adopts the Scrum method for its flexibility, enabling the team to efficiently address issues or changes without prolonged processes, thus saving time. This dashboard is intended to present information about supporting tasks to key stakeholders, including the Dean's Office, Head of Study Program, Head of Expertise Groups, and Lecturers.

The dashboard designed to monitor supporting tasks has successfully undergone verification and validation, meeting user requirements. This validated design has led to the creation of a new business process aimed at enhancing supporting task monitoring process. The introduced dashboard and business process offer significant benefits for the School of Industrial Engineering. They enhance transparency, facilitate real-time visibility, and promote efficient communication. Additionally, the improved efficiency and accessibility saves time for faculty executives, ultimately enhancing overall productivity and satisfaction.

**Keywords: Dashboard, Scrum, Supporting Tasks, Monitoring Process.**