## *ABSTRACT*

*The implementation of the IT Balanced Scorecard is one of the strategies for aligning company goals with existing information technology to provide value to the company. Based on previous research regarding the making of the IT Balanced Scorecard model which proves that between perspectives have a significant influence on each other. Then this study measures the IT Balanced Scorecard in the Government Complaint Handling unit in the Solution, Delivery, and Assurance division of PT XYZ. The study was conducted using the COBIT 2019-based measurement method in which there is an alignment goal metric to obtain suitable data so that measurements can be made. In measuring the IT Balanced Scorecard, it is based on four perspectives, namely corporate contribution, customer orientation, operational excellence, and future orientation. Furthermore, the data that has been obtained is processed to become representative data to be analyzed regarding existing relationships and gaps. The results obtained from the perspective of the Corporate Contribution metric AG01 found that the highest number of mass incidents was 1955 incidents in the 4th quarter, then the AG02 metric got the highest number of unidentified incidents of 69 incidents in the 4th quarter, and the AG03 metric obtained service guarantees between the company and customers. In the Customer Orientation perspective, the AG05 metric is obtained, namely the results of customer satisfaction in the promoter category of 81.40%, then in the AG06 metric, 6 business processes with the latest infrastructure and applications are obtained. From the Operational Excellence perspective, the AG10 metric is obtained, namely the highest level of customer satisfaction with employee performance in the fourth quarter of 79%, then the AG11 metric related to the highest number of incidents of non-compliance with IT policies in the second quarter of 434 incidents. In the Future Orientation perspective, there are 42 AG12 metrics related to the number of employees with IT backgrounds and 3 approved AG13 metrics related to IT innovations. It is proven that there is a correlation between perspectives, namely the Future Orientation perspective and Operational Excellence, the Operational Excellence perspective with Customer Orientation, Customer Orientation perspective, and Corporate Contribution.*

*Keywords*: *IT balanced scorecard, COBIT 2019, alignment goals metric*