

ABSTRACT

The role of Information Technology (IT) is one of the factors that support the development of a company, for example in measuring IT performance. Based on previous research regarding the making of the IT BSC model with the Structural Equation Model (SEM) method in the Enterprise Service unit, it has been proven that there is an influence between perspectives. In the current study, IT performance is measured by the COBIT 2019-based IT Balanced Scorecard using alignment goals metrics. The IT BSC consists of four perspectives, namely the corporate contribution perspective, customer orientation perspective, operational excellence perspective, and future orientation perspective. This study will use one of the metrics of 13 objectives in which there are 33 alignment goals metrics. Data processing in this study consists of collecting data by adjusting the alignment goals metrics, processing data so that it can be visualized, and analyzing existing data to produce correlations and gaps between perspectives. From the perspective of corporate contribution, it contains the results of the number of incidents related to non-compliance with IT, namely in the second quarter of 5099 incidents. In addition, it also contains the number of incidents related to IT that were not identified, namely in the fourth quarter of 158 incidents. The information regarding the guarantee provided to customers of PT XYZ, namely SLG (Service Level Guarantee) by the level and agreement of both parties. From the perspective of customer orientation, it contains the results of a survey of customer satisfaction with company services using NPS (Net Promoter Score), namely the promoter with a percentage of 86.56%, which means that customers are satisfied with the services provided by the company and allow them to recommend them to others. The information about 6 business processes owned by PT XYZ supports the company's performance. From the operational excellence perspective, the results of percentage of customer satisfaction with EOS are 49% in the fourth quarter. Then, the operational excellence perspective also includes the number of incidents related to internal problems which have relatively decreased until in the fourth quarter there were 2638 incidents. From the future orientation perspective, the percentage of employees with an IT background at PT XYZ is 90.76%. There is information about three IT ideas generated by employees. The results of this study are proof of the true relationship between the four perspectives, namely the future orientation perspective to the operational excellence perspective, the operational excellence perspective to the customer orientation perspective, and the customer orientation perspective to the corporate contribution perspective.

Keywords—information technology, IT balanced scorecard, COBIT 2019