

ABSTRACT

Information technology (IT) has an important role for companies as a support system in measuring business performance, efficiency and effectiveness to support company operations. To determine the company's performance, information technology is needed to observe and evaluate the company's IT performance. The IT Balanced Scorecard (BSC TI) is a measurement tool for corporate information technology that has four perspectives, namely Corporate Contribution, Customer Orientation, Operational Excellence, and Future Orientation. The framework used to support IT BSC measurement is the COBIT 2019 framework. COBIT 2019 is a framework that provides a reference that can be used as a guideline for measuring performance and evaluating the implementation of corporate information technology. The IT BSC measurement was carried out at the Top 200 Incident Management unit at PT XYZ to find out the results of the COBIT 2019-based IT BSC measurement using goal alignment metrics that can represent performance in divisional performance. Results Based on the metric measurement of the IT BSC perspective, 13 metrics were found in each perspective with 4 metrics in the perspective of Company Contribution, 2 metrics on Customer Orientation, 5 metrics on Operational Excellence, and 2 metrics on Future Orientation. The results of this study indicate that in the perspective of the Corporate Contribution metric AG01, the highest number of global issue is 5099 in the second quarter, then in the AG02 metric there is the highest number of unidentified incidents in the fourth quarter of 158 incidents, then in AG03 there is a guarantee of services provided to customers . From the perspective of the Customer Orientation metric AG05, the results of the promoter of customer satisfaction are 62.42%, then in the AG06 metric, there are 6 business processes that have been supported by infrastructure. In the Operational Excellence perspective, the AG10 metric is the level of customer satisfaction with employee performance. The highest satisfaction level was in the 4th quarter of 75%, then the AG11 metric regarding the incidence of non-compliance with IT-related policies, the highest occurred in the 2nd quarter of 3598 disruptions. Then in the Future Orientation perspective at AG12 there are 62 employees who have an IT background and at AG13 there are a number of employee initiatives that have been approved in the form of 3 innovative ideas. The correlation between the four perspectives, namely the Future Orientation perspective is correlated with Operational Excellence, then the Operational Excellence perspective is correlated with Customer Orientation, and finally the Customer Orientation perspective is correlated with Corporate Contribution.

Keywords — Balanced Scorecard TI, COBIT 2019, Alignment Goals