

ABSTRACT

Implementing IT BSC based on COBIT 2019 in the Business Complaint Handling Unit of the Natural Resources Division of PT XYZ is a divisional step to determine the division's performance related to IT. In the performance evaluation process with the IT BSC based on COBIT 2019, it is necessary to pay attention to the identification and understanding of the COBIT 2019 alignment goals metrics. An understanding of the four IT BCS perspectives with the COBIT 2019 alignment goals metrics is the basis for this performance evaluation. This study will prove that there is a correlation between the IT BSC perspective and measurements using the COBIT 2019 alignment goals metric in the Business Complaint Handling Unit. Based on interviews on data collection related to 13 alignment goals metrics, nine data metrics were successfully obtained from all BSC IT perspectives, namely the corporate contribution perspective (AG01, AG02, AG03), customer orientation perspective (AG05, AG06), operational excellence perspective (AG10, AG11) and future orientation perspectives (AG12 and AG13). Measurements and analysis are carried out on each metric data obtained following the guidelines for the alignment of goals COBIT 2019. Based on the results of these measurements, the implementation of the IT BSC based on COBIT 2019 has proven a correlation between perspectives. The influence of the future orientation perspective on the operational excellence perspective, the influence of the operational excellence perspective on the customer orientation, and the influence of the customer orientation on the corporate contribution. Thus, for the implementation of the IT BSC based on COBIT 2019, it can represent IT-related performance so that it can support the overall HR division in performance evaluation.

Keywords—Business Complaint Handling Unit, alignment goals COBIT 2019, IT BSC, IT BSC perspective correlation