

## **ABSTRACT**

*Telkom University is a university engaged in education based on Information and Communication Technology (ICT). Telkom University has many directorates in it, one of which is the Directorate of Information Systems (SISFO) which was instrument in achieving the vision and mission of the Telkom University in education based on Information and Communication Technology (ICT). In an effort to make improvements to the performance of the company, the Directorate SISFO need to measure the performance of the Directorate SISFO.*

*In this research, the measurement of IT performance using the Balanced Scorecard method is based on four perspectives: Contributions Company, Operational Excellence, user orientation, and future orientation. Directorate SISFO performance measurement begins with the translation of the vision, mission, and strategy into strategic objectives, critical success factors and indicators of success. And then weighted by Analytical Hierarchy Process (AHP), is then performed measurements of the actual observed performance of each indicator compared to predetermined targets.*

*The performance measurement result in 15 indicators of success that are based on the perspective of the IT Balanced Scorecard and affect the performance of the Directorate SISFO. Performance measurement is done by calculating the overall performance of each perspective is multiplied by the importance weight obtained from questionnaires with key persons. The end result SISFO directorate performance value is 4.334 with overall good rating category.*

**Keywords:** *Performance Measuring, IT Balanced Scorecard, Critical Success Factors (CSF), Analytical Hierarchy Process (AHP)*