

ABSTRACT

The city of Bandung has a regional office to assist the implementation of Bandung City Government affairs. There are Officials of Communication and Informatics whose function is to formulate technical policies in the fields of communication, informatics, and public relations. The Communication and Informatics Office of Bandung City reports the results of its performance by making a performance report (LAKIP). Through the LAKIP website of Bandung City, there are found the formulation of performance indicators isn't relevant to the goals/targets to be achieved. In addition, there are performance indicators that aren't yet clear how to measure. The measurement formulation should contain what aspects are being assessed. This makes the calculation process is inaccurate. Furthermore, there is a discrepancy between the formulation of the document performance indicators and the performance indicators in the e-SAKIP application. The e-SAKIP application should be the responsibility of the Communication and Informatics Office of Bandung City. This research purpose to determine performance indicators based on the IT Balanced Scorecard, so may produce a performance design for the Communication and Informatics Office of Bandung City, and every sector in the Communication and Informatics Office at Bandung City using the IT Balanced Scorecard. From the results of the analysis, the authors design the IT Balanced Scorecard by adding any indicators that don't exist and are needed. then, the authors do the cascading using COBIT Goals Cascade for Enterprise goals and IT Related Goals. Next, KPI is designed for each strategic target in IT at the Communications and Information Office of Bandung City. Hopefully, it can be able to produce a new performance indicator design and will become a recommended solution in maximizing the performance of this field.

Keywords— *Performance Indicator, Information Technology Balanced Scorecard, Cascading*