

ABSTRACT

The application of the IT Balanced Scorecard in various unit sectors within the company division can measure and determine the performance of the unit concerned. In the Top 20 / Public Service unit, Division of Solution, Delivery, and Assurance, PT. XYZ carried out measurements related to the implementation of the IT BSC using the alignment goals metric based on COBIT 2019. The measurement and data processing carried out by this research was guided by and referred to the 13 existing metrics in alignment goals and there are nine data metrics that have been successfully grouped into four perspectives, namely the Company Contribution perspective (AG01, AG02, AG03), Customer Orientation perspective (AG05, AG06), Operational Excellence perspective (AG10, AG11) and Future Orientation perspective (AG12 and AG13). The concept of this research is to measure and prove whether the unit has implemented the IT BSC correctly and can represent the unit's performance. Based on the results of measurements and data processing that has been carried out on the perspective of the IT BSC, the analysis results obtained that the Future Orientation perspective is positively correlated to the Operational Excellence perspective, the Operational Excellence perspective is positively correlated to Customer Orientation perspective and the Customer Orientation perspective is positively correlated to the Company Contribution perspective. Therefore, the implementation and measurement of IT BSC based on COBIT 2019 in Top 20 / Public Service unit, Division of Solution, Delivery, and Assurance, PT. XYZ can represent IT performance in performance evaluation.

Keywords— Top 20 / Public Service, BSC TI, alignment goals, COBIT 2019, IT BSC perspective correlation, Corporate Contribution, Operational Excellence, Customer Orientation, Future Orientation