

ABSTRACT

In the era of information technology that is developing very rapidly, the role of information technology is very important and inseparable in everyday human life. In its development, many companies or organizations implement information technology with the aim of improving and supporting their business processes and performance, without exception in the field of education in higher education. One form of implementation in higher education in this case is improving the performance of services and business processes in higher education. The existence of information systems is needed by universities in order to meet the needs of timely, accurate, and relevant information. One method that can be used to measure the performance of information technology services is the IT Balanced Scorecard. IT Balanced Scorecard (IT BSC) is a strategic management performance indicator used to identify and improve various internal corporate processes that focus on IT performance. The research aims to create an IT performance measurement model at the Direktorat PuTI Universitas Telkom using the Grembergen and Bruggen IT Balanced Scorecard model based on the strategic goals of the Direktorat PuTI Universitas Telkom consisting of four perspectives, namely the Corporate Contribution Perspective (CCP), User Orientation Perspective (UOP), Operational Improvement Perspective (OIP), and Future Orientation Perspective (FOP). Then the questionnaire instrument is prepared based on the Key Performance Indicators (KPI) in the Direktorat PuTI Universitas Telkom. Participants in the study were 33 respondents who worked at the Direktorat PuTI Universitas Telkom. The IT performance measurement model that has been created in this study can represent a description of the level of IT performance at the Direktorat PuTI Universitas Telkom. The measurement results show that the IT performance scores of the strategic objectives are as follows: CCP: 77%, UOP: 84%, OIP: 83%, and FOP: 87%.

Keywords: *IT Performance, IT Balanced Scorecard model Grembergen and Bruggen, Direktorat PuTI Universitas Telkom, Performance Measurement, Key Performance Indicators (KPI).*