ABSTRACT

Information system has important role in the civity academic business process in IT Telkom.. I-Gracias information system is an information system that is highly influential in academic business processes in IT Telkom. To be able to fulfill need of academic business process using I-Gracias, it is necessary to measure the performance of the I-Gracias to find out how far I-Gracias to fulfill the need of stakeholders therefore used the method performance prism which is a performance measurement method that emphasizes the need of the stakeholders. Need and desire of stakeholder becomes hardly paid attention in Performance Prism. The principle according to the state of the I-Gracias that very big impact for stakeholders in the academic business process.

Performance Prism has five facets that form the basis for measuring the performance of that satisfaction, strategy, process, capabilities and contribution. Five facets will then be grouped into Key Performance Indicators (KPI) and Performance Indicators (PI) becoming indicators of success measure of performance. Moreover weighted stakeholder interests, 5 facets of performance prism and KPI of each stakeholder using Analytical Hierarchy Process (AHP) which will be useful for future reference performance improvement. The final stage of the I-Gracias measure performance is by using a scoring assessing Object Matrix (OMAX) which will produce a score of performance measures in accordance with the level and color of the Traffic Light System.

Based on the analysis and performance, the result is 12 KPI and 72 PI of I-Gracias. KPI and PI were formulated based on Performance Prism framework and refers to software quality standards of ISO 9126. While the value of the total performance of the I-Gracias has score 7 is in the category of being and advised to watch out for as well as improved performance.

***Key word**: Analytical Hierarchy Process (AHP),* ISO 9126*, Key Performance Indicator (KPI), Objective Matrix (OMAX), Performance Indicator (PI), Performance Prism., Traffic Light System.*