CREATING IT SCORECARD AS A PERFORMANCE MEASUREMENT TOOL IN ICT DEPARTMENT IN X UNIVERSITY

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ABSTRACT

Information technology, in a university, plays a vital role in determining the growth of the university. At University X, this role is ICT Department responsibility. The narrow understanding of the higher management on ICT Department responsibilities and information technology complexity makes ICT Department contributions to the improvement and growth of University X is not evident. Furthermore, performance measurement that is applied also less precise and does not show the real performance of this department. Therefore, it needs a tool that is able to show contribution of the department, as well as measure its performance. The tool is IT Scorecard.

To make IT Scorecard for the ICT Department, it should be determined the department's strategic objectives that aligned to the university's vision and ICT Department's vision. With the help of IT BSC, strategic objectives should complete in all four IT BSC perspectives. Next step is determined how to measure department's performances, by determining the KPI for each strategic objective. To determine KPIs, it takes several factors such as SWOT analysis and CSF. Finally, to complete the IT Scorecard, strategic initiatives must be determined which can achieve each strategic goals of the department.

Based on the analyzes performed, IT Scorecard obtained from nine strategic objectives, 27 KPIs and 23 strategic initiatives. Furthermore, IT Scorecard can be a reference for measuring the performance of the ICT Department.

Keywords: IT scorecards, IT BSC, performance measurement