DEVELOPMENT OF IT BALANCED SCORECARD FOR PERFORMANCE MEASUREMENT DIVISION IT IN PT. PERTAMINA UPMS V SURABAYA

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ABSTRACT

In achieving the company goals, Pertamina has tried to measure the performance of the evaluation of the performance of the company. However, measurements made by Pertamina has not come to harmonize how IT contributes to the achievement of company performance. Though the performance measurement information technology is supposed to provide benefits to Pertamina in order to know the exact contribution of the IT Department in achieving its vision and mission.

IT Balanced Scorecard is a method for preparing a company's IT performance. This method has four perspectives: 1) Corporate Contribution, 2) User Orientation, 3) Operational Excellence, and 4) Future Orientation. Each perspective has some size and targets to be achieved by accompany which is derived from the vision, mission, and strategic company.
Results to be achieved in this final project is an IT Balanced Scorecard device company. Through this method, then PT Pertamina UPMS V Surabaya can determine and know the IT performance company.

**Keywords:** Performance Measurement, IT Balanced Scorecard, The Performance of Measurement of IT, KPI, Strategy Map