IT Scorecard of Information System Department

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ABSTRACT

Information System Department is one of the many departments that exist in Institut Teknologi Sepuluh Nopember (ITS), which falls under the Information Technology major. As a tertiary education provider that focuses in IT, Information System utilizes IT technologies for its core business process and other support processes. In order to get the clear picture of the use of IT technologies, Information System Department formulates an application portfolio. Then, to be able to gauge the performance of the application portfolio being used, IT Scorecard is utilized. By using IT Scorecard, the link between IT performance and IT Strategy will be formed.

There are nine steps involved in the process of creating the IT Scorecard. These are (1) document review; (2) updating SWOT analysis; (3) updating Balanced Scorecard; (4) determining IT objectives; (5) determining the objectives of IT strategy; (6) determining the relations between the objectives of IT strategy; (7) mapping IT strategy objectives into IT Scorecard; (8) determining indicators, targets and strategy initiatives; (9) documentation.

This final year project produces an IT strategic mapping into IT Scorecard, strategy initiatives, strategy indicators, and target for each strategy objectives. This document will assist the organization in measuring IT performance and also forming the links between performance measure and business strategy.

Keyword: IT Scorecard, SWOT Analysis