

ABSTRACT

DESIGN OF IT BALANCED SCORECARD AS A STRATEGY EXECUTION TOOL IN RELIGIOUS COURTS OF CILACAP DISTRICT

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Advances in Information and Communication Technology (ICT) and the widespread development of information technology infrastructure have changed the way and mindset and activities of organizations, industry, and even government. ICT in government institutions is increasing so that there is a need for proper and accurate Information Technology (IT) management in order to achieve strategic goals and organizational business processes. To achieve strategic goals and business processes, high quality IT services are needed that can follow the needs of the organization and users. The application of new IT services or modifications to the IT system has an effect on a user service, especially on a new system that can hinder the work of users or employees to serve users. The Religious Court of Cilacap Regency in facing the era of digital transformation has carried out various innovations to assist the implementation of these main tasks, one of which is the role of Information Technology to support its duties. The role of technology is in the form of different systems, including e-court and e-litigation. The use of this technology in its implementation has not been fulfilled between the E Government promoted by the government and the strategic plan at the Religious Courts of Cilacap Regency. For this reason, this study aims to form a more focused strategy map to support the optimization of IT utilization as contained in the strategic plan of the Religious Courts of Cilacap Regency 2020 to 2024. To monitor the strategic map plan, it is necessary to have a KPI contained in the Information Technology Balanced Scorecard (IT BSC). by developing Key Performance Indicators (KPI) into COBIT 5 in accordance with the E Government strategy so that in this study we can build a strategy map at the Cilacap Religious Court so that later it can improve service performance. The results of the strategy map design produce 14 strategic targets and 13 new performance indicators.

Keywords: *Information Technology, IT Governance, Good Corporate Governance*