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DESIGN OF INTEGRATED PERFORMANCE MANAGEMENT SYSTEM (IPMS) IN INFORMATION TECHNOLOGY DEPARTMENT OF PT NUSANTARA TURBIN DAN PROPULSI

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Abstract

PT Nusantara Turbin dan Propulsi (NTP) is a subsidiary of PT Dirgantara Indonesia, which is a State-Owned Enterprise (SOE). The Information Technology (IT) Department of NTP currently uses KPIs that are determined by the company. But unfortunately, the design of a Performance Management System (PMS) that exists has no alignment with the corporate strategy. So, the IT Department is often seen as not contributing to the company's achievement. IT is indeed a secondary activity in NTP's value chain. Even though without IT Department support, the company's operation cannot run smoothly because almost all of the business processes are using IT applications provided by this department. The purpose of this study is to determine the appropriate variables and KPIs for IT Department of NTP using Integrated Performance Management System (IPMS) and mapping of Information Technology Service Management (ITSM), which contains service strategy, service design, service transition, service operation, and continual service improvement processes. With this approach, it is hoped that the contributions of the IT Department to the company can be seen significantly. In order to increase the support and attention of NTP's top management that is needed by the IT department nowadays, it is crucial that the performance of the IT Department take effect on the overall company's performance. In Q3 2020, the IT Department will implement a project to replace the ERP system from the old IBM mainframe platform into Python-based web-based applications. This migration project will be equipped by the PMS. With this study, the IT Department of NTP can adopt the design of IPMS that already cascade from corporate strategy and ITSM mapping to prevent the misalignment of strategy at the departmental level.

Keywords: Corporate Strategy, Information Technology Department, Information Technology Service Management, Integrated Performance Management System.
