



**GAMATECHNO**

*Enhancing Your Business*

## ***IT Balanced Scorecard Dashboard***

*Periode Tahun 2020 - 2024*



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User Orientation

Corporate Contribution

Operational Excellence

Future Orientation

Cabang

All

Tahun

2020

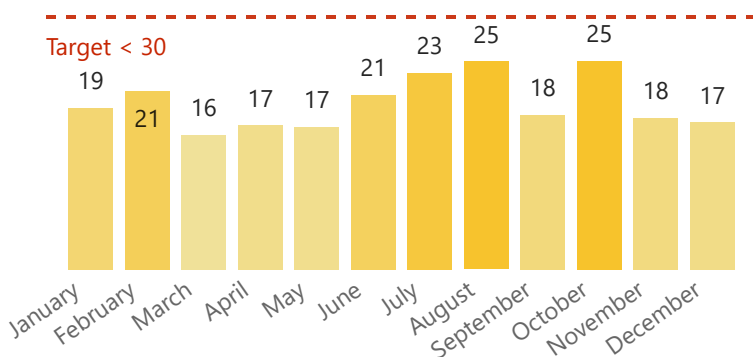
2021

2022

2023

2024

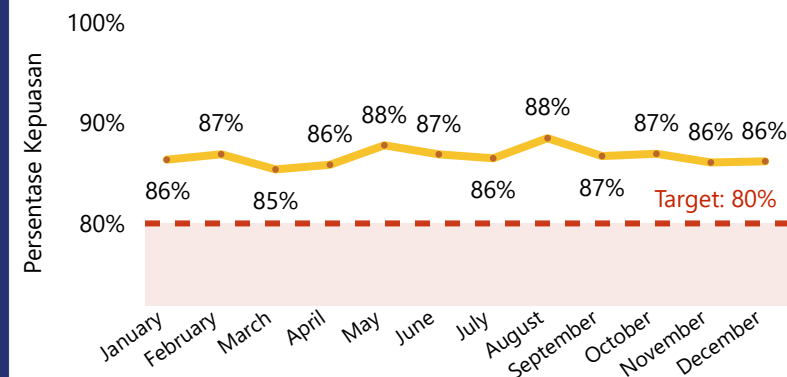
## Waktu rata-rata tanggapan (menit) - UO1



Rata-rata waktu tanggapan per tahun (menit)

19.82

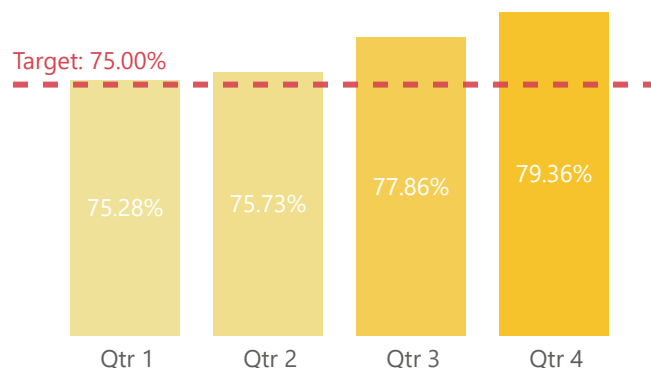
## Persentase Skor Kepuasan Pengguna - UO2



Rata-Rata Kepuasan

86.65%

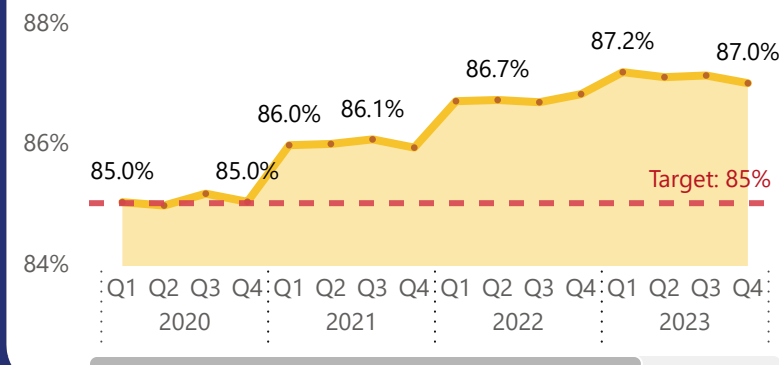
## Persentase Adopsi Produk - UO3



Rata-rata Adopsi Produk

77.06%

## Persentase Tingkat Retensi Pelanggan - UO4



Rata-Rata Retensi Pelanggan

86.52%



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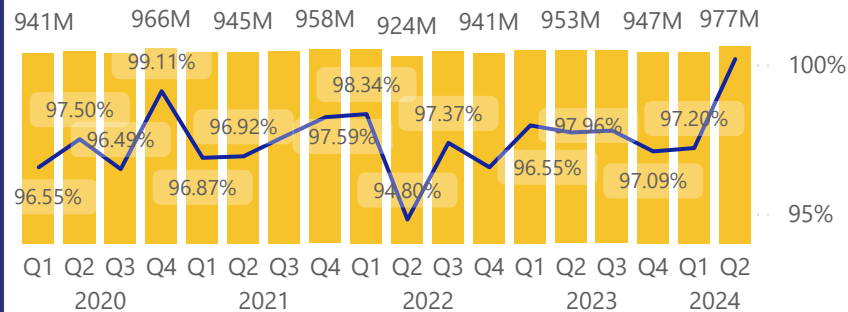
2022

2023

2024

### Persentase Realisasi Anggaran - CC1

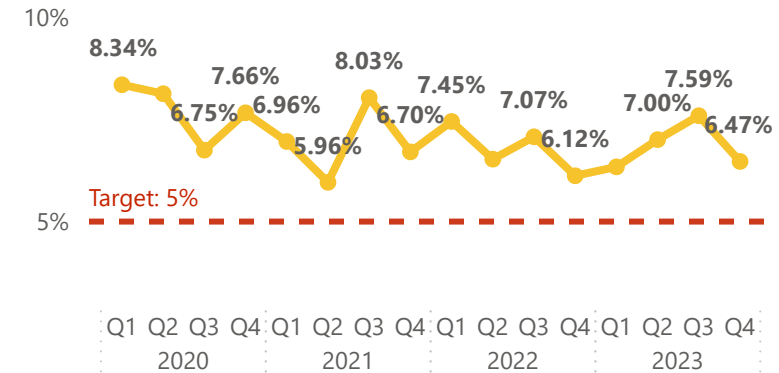
● Pengeluaran ● % realisasi



Rata-Rata Realisasi

**97.59%**  
Target: 85%

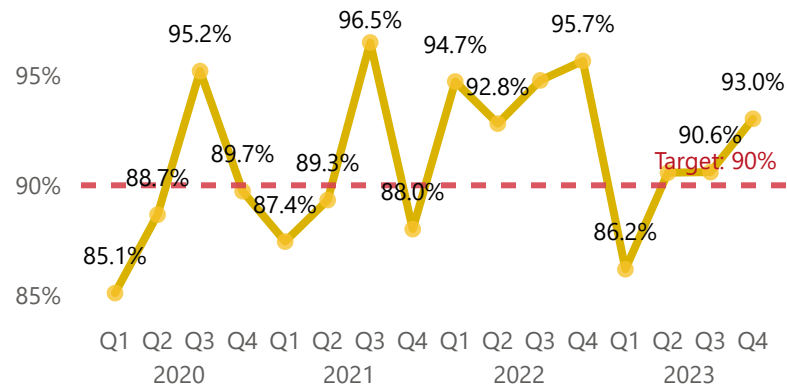
### Tren Penghematan Biaya (Efisiensi) - CC2



Rata-rata % Penghematan

**7.12%**

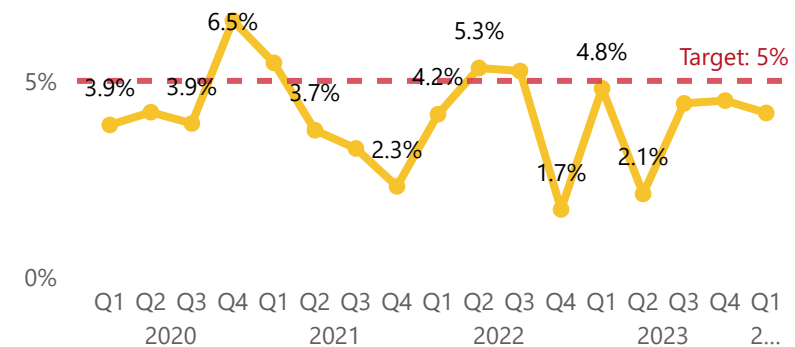
### Presentase Tingkat Kepatuhan Audit TI - CC3



Rata-Rata % Kepatuhan Audit TI

**91.34%**

### Efektivitas Implementasi Efisiensi Energi Data Center - CC4



Rata-Rata Persentase Efisiensi Energi

**4.19%**



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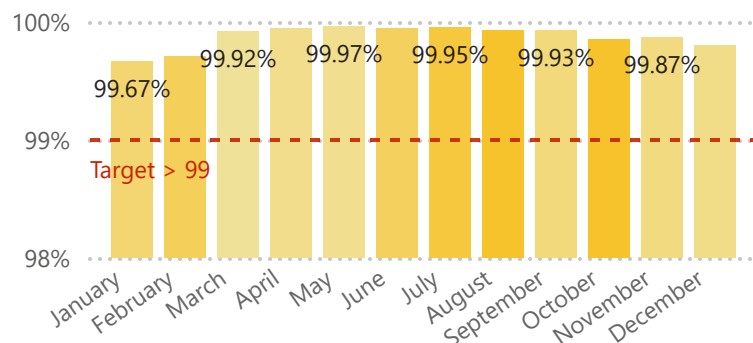
2021

2022

2023

2024

## Persentase Ketersediaan Sistem Kritis - OE1



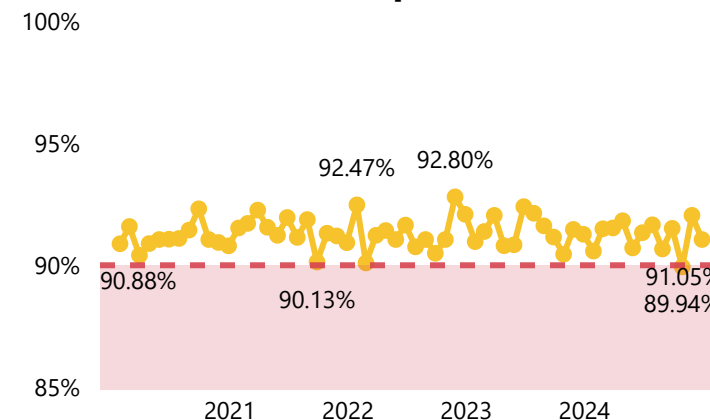
Mean Time  
Between Failure

1.65M

Mean Time To  
Repair

922.80

## Stabilitas Endpoint - OE2



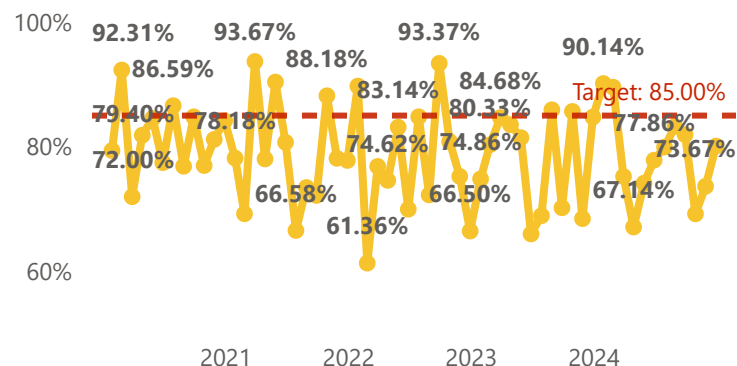
Persentase  
Endpoint Tidak  
Stabil

8.57%

Jumlah Endpoint  
yang Dipantau

31K

## Persentase Insiden Teratasi - OE3



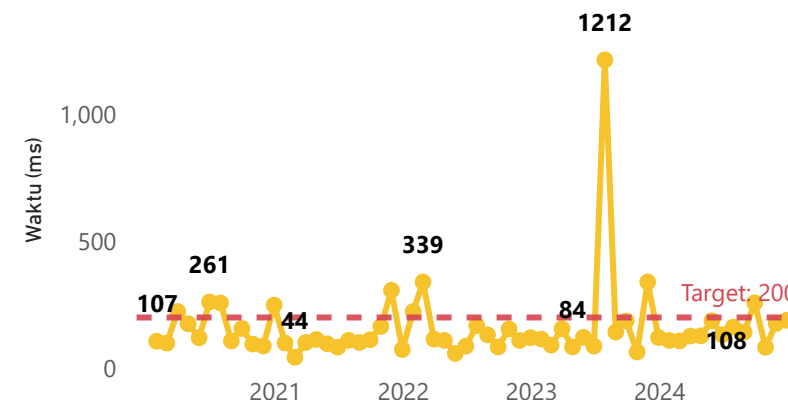
Rata-rata  
Persentase  
Insiden Teratasi

78.53%!  
(-7.62%)

Total Insiden

3720

## Rata-rata Waktu Respon Query - OE4



Total Query

25.72M

Total Time

923bn



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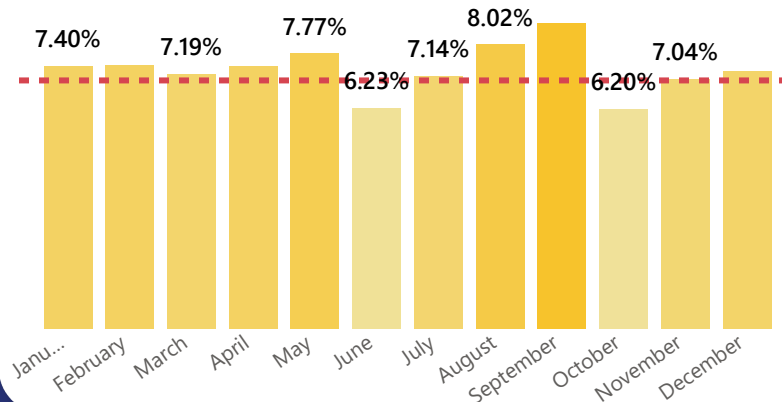
2021

2022

2023

2024

## Persentase Turnover Karyawan - F01

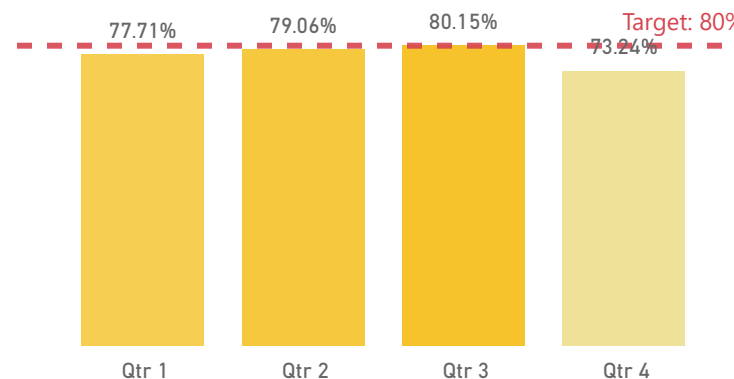


Rata-rata  
Turnover  
Tahunan

6.17%✓

Target dibawah: 7%

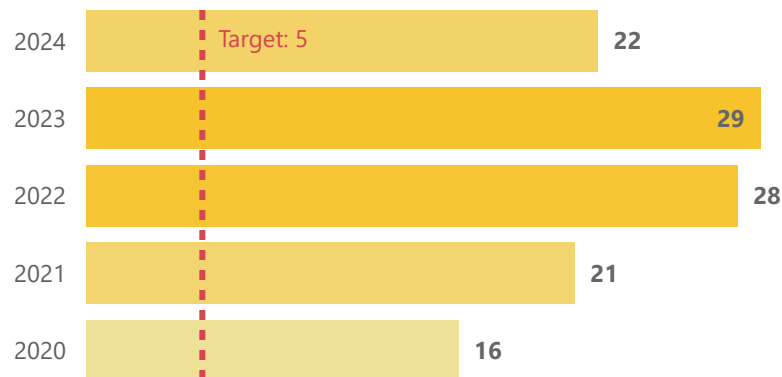
## Persentase Keikutsertaan Pelatihan - F02



Rata-Rata  
Keikutsertaan

77.54%

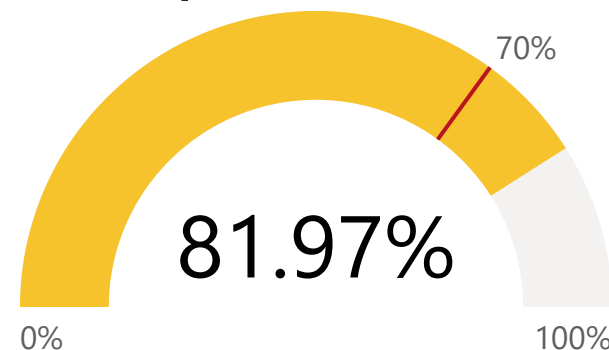
## Jumlah Prototipe Yang Lulus Uji Internal - F03



Jumlah  
Prototipe

116

## Persentase Sistem Operasional yang Diubah Menjadi Basis Cloud - F04



Rata-Rata Sistem  
Basis Cloud

81.97%