



**GAMATECHNO**

*Enhancing Your Business*

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

*Periode Tahun 2020 - 2024*

**User Orientation** 

**Corporate Contribution** 

**Operational Excellence** 

**Future Orientation** 

Month  Quarter   
May  Qtr 4 

Rata-rata tanggapan per tahun (menit) - UO1

16.92

Rata-Rata Kepuasan - UO2

87.76%

Rata-rata Adopsi Produk - UO3

79.36%

Rata-rata Retensi Pelanggan - UO4

86.51%

2020

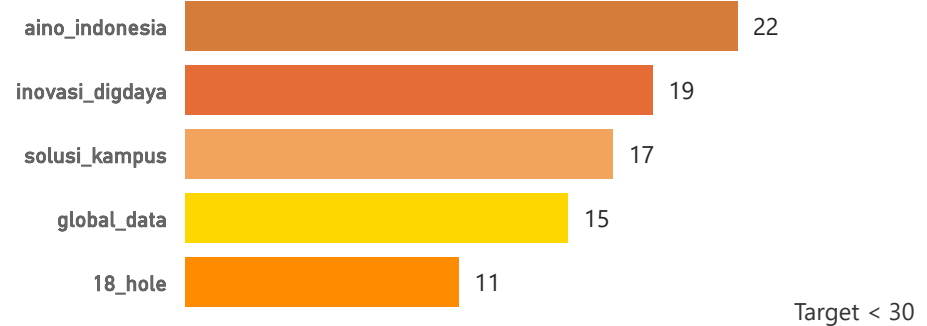
2021

2022

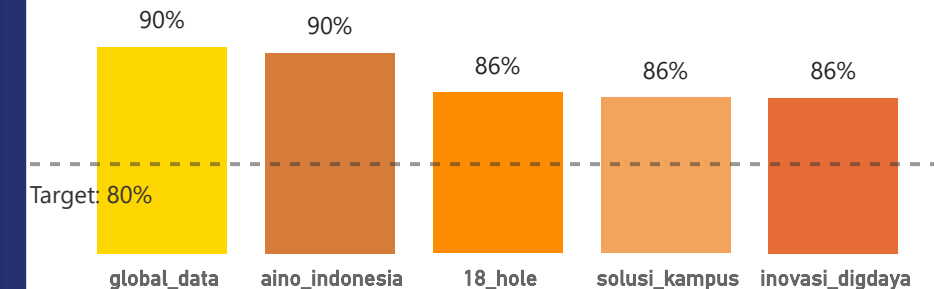
2023

2024

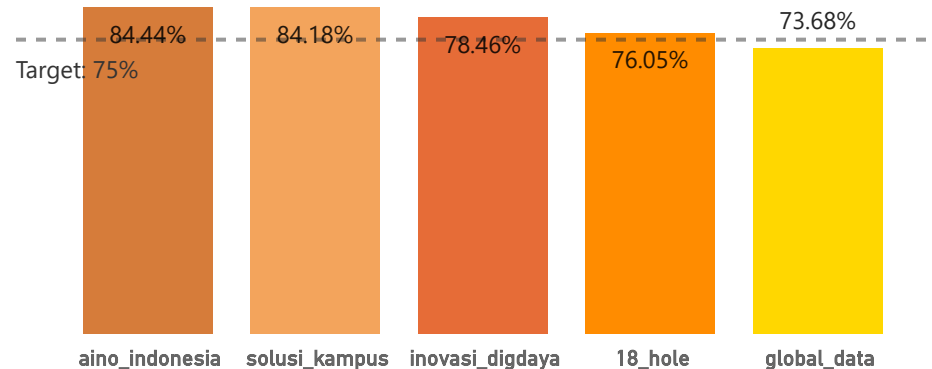
### Waktu rata-rata tanggapan (menit) - UO1



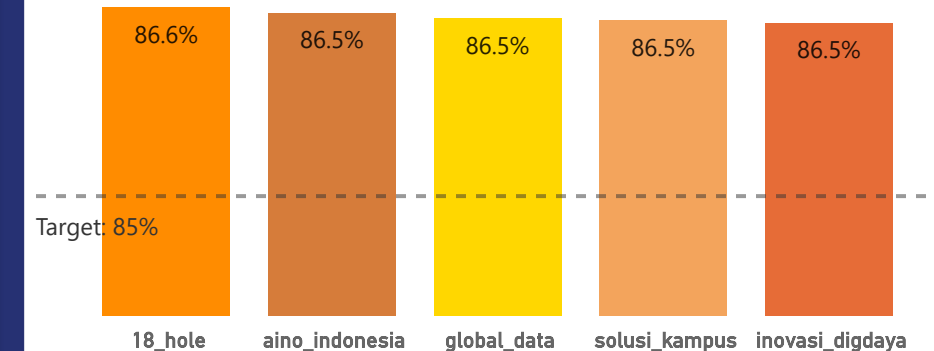
### Persentase Skor Kepuasan Pengguna - UO2



### Persentase Adopsi Produk - UO3



### Tingkat Retensi Pelanggan - UO4



Quarter

Qtr 1

Rata-Rata Pengeluaran - CC1

97.60%

Rata-rata Penghematan - CC2

7.28%

Rata-rata Kepatuhan Audit TI  
- CC3

87.95%

Rata-rata Persentase Efisiensi  
Energi - CC4

4.50%

2020

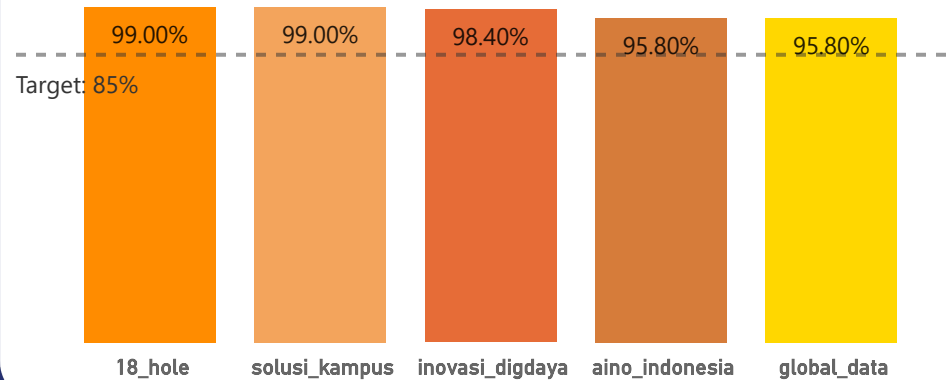
2021

2022

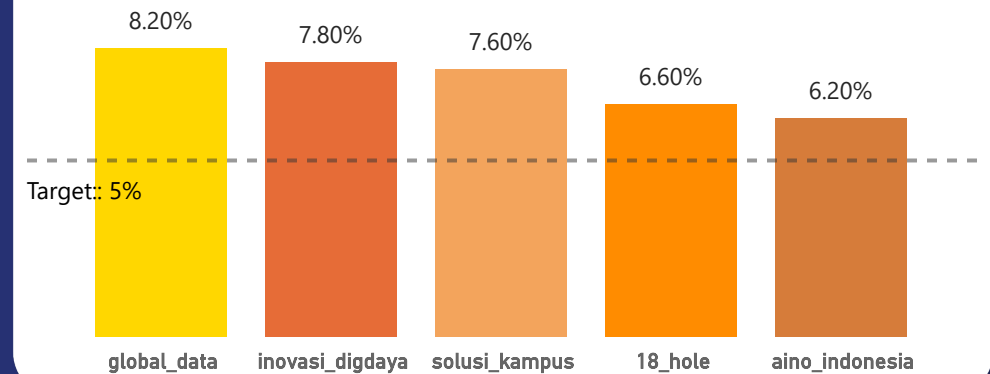
2023

2024

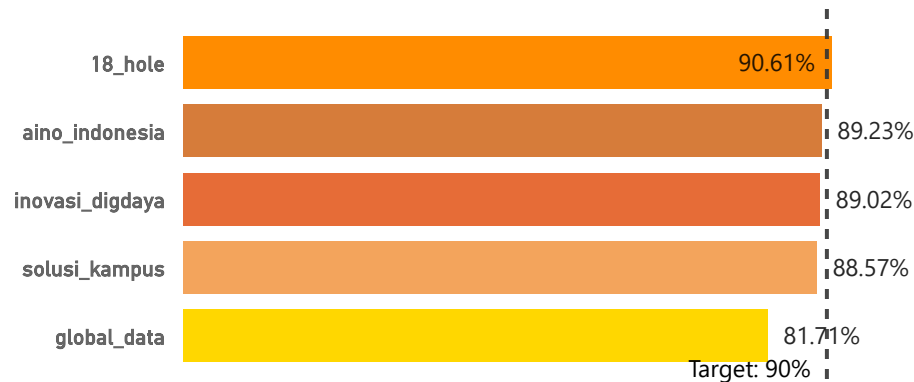
### Presentase Realisasi Anggaran - CC1



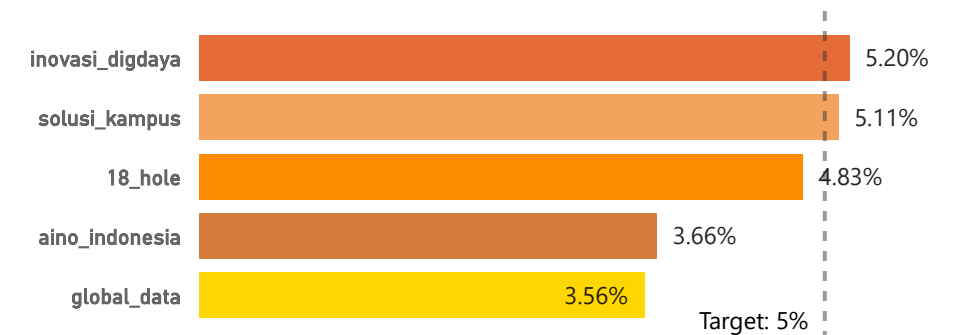
### Tren Penghematan Biaya Efisiensi - CC2



### Presentase Tingkat Kepatuhan Audit TI - CC3



### Efektivitas Implementasi Efisiensi Energi Data Center - CC4



Month 

February 

Rata-rata Persentase  
Ketersediaan Sistem Kritis -  
OE1

**99.71%**

Rata-rata Endpoint Stability -  
OE2

**91.25%**

Rata-rata Persentase Insiden  
Teratasi - OE 3

**78.56%**

Rata-rata Waktu Respon  
Query (ms) - OE4

**199.59**

2020

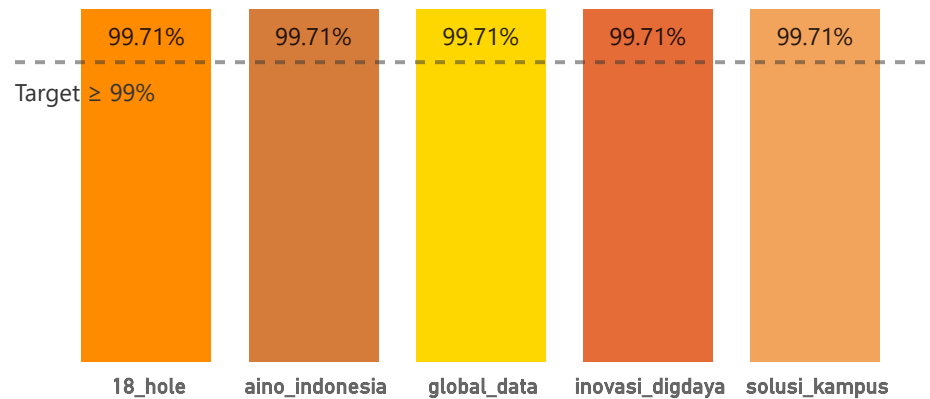
2021

2022

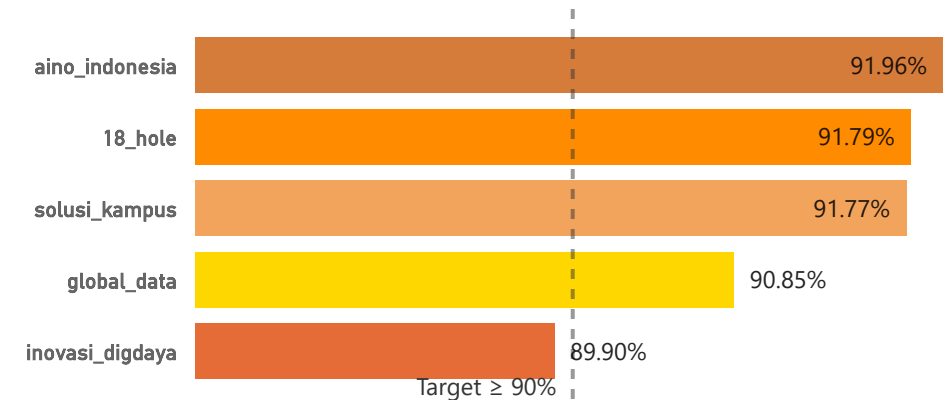
2023

2024

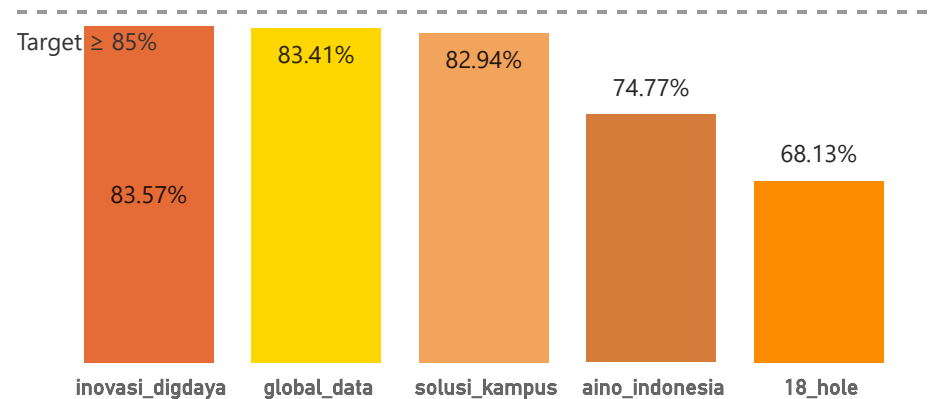
### Persentase Ketersediaan Sistem Kritis - OE1



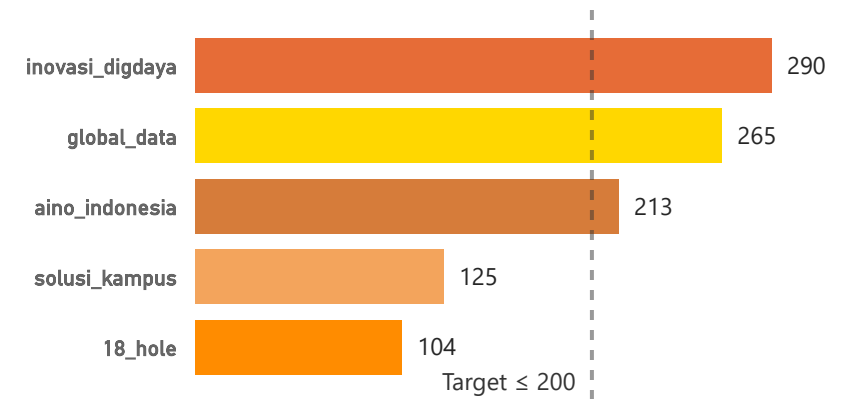
### Stabilitas Endpoint - OE2



### Persentase Insiden Teratasi - OE3



### Waktu Respon Query (ms) - OE4



Month  Quar... 

All  All 

Rata-rata Turnover Karyawan  
- FO1

7.31%

Rata-rata Keikutsertaan - FO2

77.54%

Jumlah Prototipe yang Lulus  
Uji Internal - FO3

116

Rata-rata Sistem Basis Cloud  
- FO4

81.97%

2020

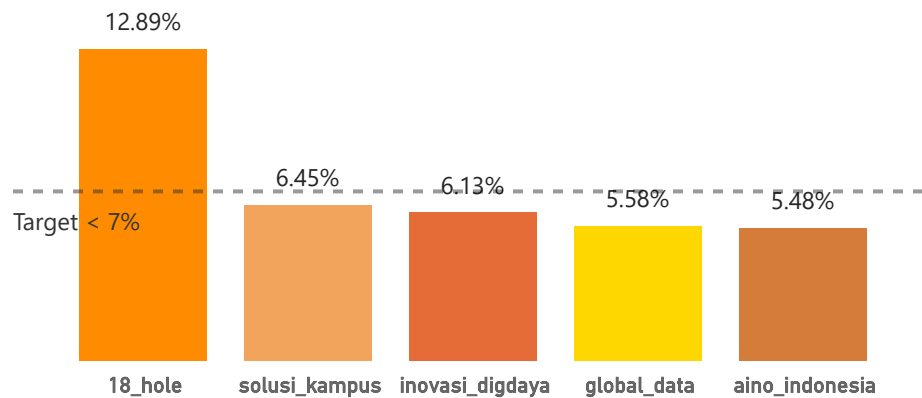
2021

2022

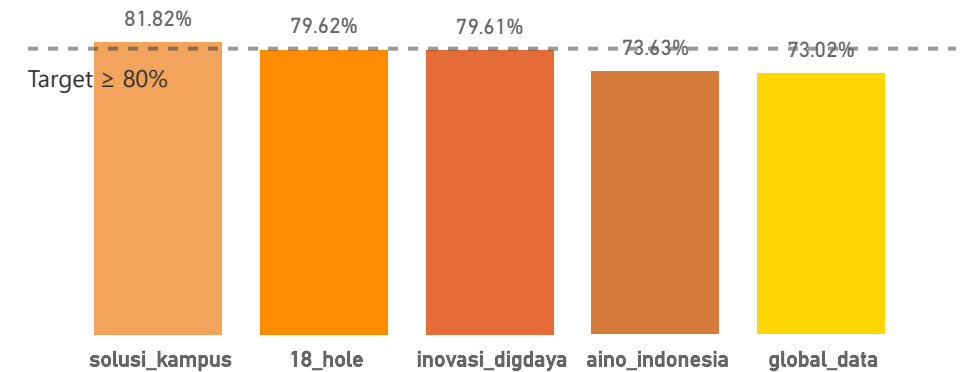
2023

2024

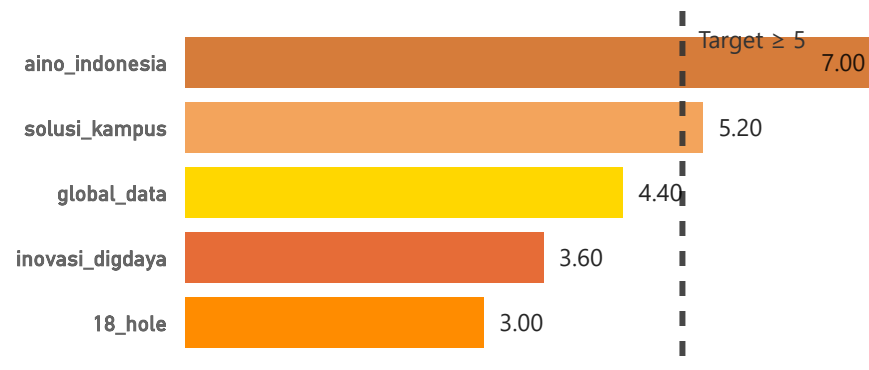
### Rata-rata Turnover Karyawan - FO1



### Persentase Keikutsertaan Pelatihan - FO2



### Jumlah Prototipe Yang Lulus Uji Internal - FO3



### Persentase Sistem Operasional Berbasis Cloud - FO4

