

ABSTRACT

PT XYZ is one of the state-owned enterprises (BUMN) companies engaged in providing services and goods for telecommunications equipment and information technology. One of the projects being carried out by PT XYZ is currently a collaboration with PT. MNO is a refurbished project on Network Terminal Equipment (NTE) devices. In the implementation of the project, several problems were found that resulted in the project being delayed. One of the factors that cause delays in project implementation is the lack of monitoring and controlling processes and the lack of real-time project progress information. To avoid problems with these delays, it is necessary to improve the process of monitoring and controlling the project by designing a google studio-based monitoring and controlling dashboard to measure project performance. The design of the monitoring and controlling dashboard is carried out using the User Centered Design method. The user centered design method can help design a monitoring and controlling dashboard based on user needs. The method used to measure project performance is the Earned Value Management (EVM) method. The earned value management method measures the performance of project performance using the time aspect and the cost aspect. The design of a monitoring and controlling dashboard to measure the performance of project performance requires some data, namely Project Charter, Work Breakdown Structure (WBS), WBS Dictionary, Project Schedule Plan, Draft Budget Cost (RAB), Actual Cost and Structure Organization Project. Based on the dashboard design process that has been carried out, the results obtained, namely there are two pages on the google studio dashboard consisting of a project report page and an update data page. Meanwhile, the results of measuring project performance performance carried out on the monitoring and controlling dashboard, the results were obtained, namely in the 13th week, an SPI value of 0.9221 was obtained and a CPI value of 0.9305 this shows that the project implementation is late and the costs incurred are greater than the budget planning. Then the results of the calculation of the estimated cost and completion time of the refurbished project in the 13th week obtained an EAC value of Rp. 29,028,297,716, an ETC value of Rp. 12,257,179,401 and a project completion time estimate obtained for 20 weeks which shows that there is an additional project completion time of 2 weeks. The results of this design can facilitate and assist companies in carrying out project work in the monitoring and controlling process.

Keywords: *Dashboard, User Centered Design, Earned Value Management, Performance Performance, Monitoring and Controlling*