

Evaluasi kematangan implementasi kerangka kerja Scrum dengan Scrum Maturity Model (SMM) dan rekomendasi peningkatannya: studi kasus PT Sepulsa Teknologi Indonesia = Scrum implementation maturity evaluation based on Scrum Maturity Model (SMM) and the recommendations for better implementation: a case study of PT Sepulsa Teknologi Indonesia

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Abstrak

Perusahaan teknologi yang bergantung pada aplikasi sebagai bisnis utama tentu memperhatikan proses pengembangan produknya. Agar tetap unggul dalam persaingan dengan kompetitor, perusahaan teknologi begitu memperhatikan kelincuhan (agile) dalam perkembangan produk sehingga dapat memenuhi kebutuhan pasar secara adaptif. Proses yang berkualitas dan agile tentu dapat menghasilkan produk yang berkualitas tinggi dan tepat sesuai kebutuhan. Pendekatan dalam proses pengembangan perangkat lunak yang agile salah satunya ialah dengan kerangka kerja Scrum. Scrum merupakan kerangka kerja yang terus mengalami pembaruan dan tertuang dalam Scrum Guide.

Penelitian ini fokus pada penilaian kematangan Scrum dan penyusunan rekomendasi perbaikan implementasi Scrum dengan tempat studi kasus di PT Sepulsa Teknologi Indonesia. Sepulsa telah menerapkan Scrum selama tiga tahun terakhir. Rekomendasi mengenai perbaikan implementasi Scrum diperlukan sebagai langkah lanjutan hasil evaluasi kematangan Scrum dengan melakukan Appraisal mengikuti Standard CMMI Appraisal Method for Process Improvement (SCAMPI C) berbasis Scrum Maturity Model (SMM) yang telah diperbarui dengan Scrum Guide 2017, lalu membentuk instrumen mengikuti format PST Tools. Penilaian tingkat kematangan di Sepulsa dilakukan pada produk bisnis Archipelago dan produk bisnis BPA. Selanjutnya, praktik- praktik yang belum terpenuhi dari hasil penilaian akan akan disusun rekomendasi perbaikannya dengan pendekatan Demings Plan, Do, Check, Act (PDCA) Cycle dan didasarkan dari Scrum Guide 2017.

Hasilnya tingkat kematangan dinilai mencapai Level 2 dengan nilai pencapaian di sub-goals 2.1 Basic Scrum sebesar 91,67% (Fully Achieved); 2.2 Software Requirements Engineering sebesar 100% (Fully Achieved); 3.1 Customer Relationship Management sebesar 95,46% (Fully Achieved); dan, 3.2 Iteration management sebesar 94,74% (Fully Achieved). Kemudian rekomendasi yang akan dilakukan adalah praktik 3.1.3.4 menjelaskan kondisi Product Backlog Items yang telah selesai oleh Product Owner saat Sprint Review dan praktik 3.2.2.4 Sprint dengan Sprint Goal yang sudah kedaluarsa akan di akhiri segera.

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ABSTRACT

Technology companies in which application is the main business certainly focus on the product development process. In order to be excellent in competition with competitors, technology companies concern to agility in the development of products so that they can adaptively to meet the market needs. Great and agile process will produce high-quality and precise products as needed. One of the approaches to reach

agile software- development process is the Scrum framework. Scrum is a framework that is continuously updated and is contained in the Scrum Guide.

This study focuses on the Scrum maturity assessment and the making of recommendations for improving Scrum implementation at PT Sepulsa Teknologi Indonesia as the case study site. Sepulsa has been implementing Scrum for the past three years. Recommendations for improving Scrum implementation are needed as a further step in the results of Scrum maturity evaluation using the Standard CMMI Appraisal Method for Process Improvement (SCAMPI C) based on the Scrum Maturity Model (SMM) that has been updated with the Scrum Guide 2017 and formed with PST Tools format. Maturity level assessment at Sepulsa was conducted on business products which are called Archipelago and BPA. Furthermore, the mapping of gaps found from the assessment will be compiled using the Scrum Guide 2017 to form improvement recommendations using the Demings Plan, Do, Check, Act (PDCA) Cycle method.

The end result is that achievement scores at sub-goals 2.1 Basic Scrum of 91.67% (Fully Achieved); 2.2 Software Requirements Engineering for 100% (Fully Achieved); 3.1 Customer Relationship Management by 95.46% (Fully Achieved); and, 3.2 Iteration management of 94.74% (Fully Achieved) and level of maturity is considered to reach Level 2. Then the recommendation that will be practiced are practice 3.1.3.4 explaining the condition of the Product Backlog Items that have been completed by the Product Owner when the Sprint Review and practice 3.2.2.4 Sprint with Sprint Goal that has expired will be terminated immediately.