

# Rekomendasi rancangan perbaikan proses pengembangan perangkat lunak: studi kasus Direktorat Jenderal Bea Dan Cukai = Recommendations on software development process improvement design: case study of the Directorate General of Customs and Excise

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## Abstrak

### **ABSTRAK**

Perbaikan proses pengembangan perangkat lunak telah dilakukan oleh Direktorat Jenderal Bea dan Cukai (DJBC) dengan tujuan untuk menyelesaikan proyek pengembangan perangkat lunak dengan waktu yang lebih cepat serta hasil yang lebih berkualitas. Perbaikan proses diawali dengan mengetahui tingkat kematangan proses saat ini menggunakan tahapan model IDEAL dan kerangka kerja CMMI-Dev selain itu SCAMPI-C digunakan sebagai alat penilaian setiap praktik. Hasil penilaian yang dilakukan pada 52 praktik yang ada pada area proses Project Planning (PP), Project Monitoring & Control (PMC), Requirements Management (REQM), Configuration Management (CM), Process and Product Quality Assurance (PPQA), Verification (VER) dan Organizational Process Definition (OPD) menunjukkan bahwa DJBC memenuhi 22 praktik dan masih terdapat kelemahan pada praktik yang lain sehingga disimpulkan DJBC belum mencapai tingkat kapabilitas 1 untuk ketujuh area proses tersebut. Rekomendasi perbaikan untuk praktik yang masih lemah disusun berdasarkan Project Management Body of Knowledge (PMBOK) dan Business Analyst Body of Knowledge (BABOK) dengan prioritas utama pelaksanaannya adalah pendefinisian kerja secara lengkap, sosialisasi penyusunan term of reference (TOR) dan penggunaan sistem manajemen proyek dan dokumentasi.

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### **ABSTRACT**

Software process improvement has been carried out by the Directorate General of Customs and Excise (DGCE) with the aim of completing software development projects with faster time and higher quality results. The process improvement begins with knowing the current process maturity using IDEAL model stages and based on CMMI-Dev framework and SCAMPI-C is used as an assessment tool for each practice. The results of the appraisal were carried out on 52 practices in the Project Planning (PP), Project Monitoring & Control (PMC), Requirements Management (REQM), Configuration Management (CM), Process and Product Quality Assurance (PPQA), Verification (VER) and Organizational Process Definition (OPD) shows that DGCE fulfills 22 practices and there are still weaknesses in other practices, so it is concluded that DGCE has not reached capability level 1 for the seven process areas. Improvement recommendations for practices that are still weak are prepared based on the Project Management Body of Knowledge (PMBOK) and Business Analyst Body of Knowledge (BABOK) with the main priorities of implementation are complete work definition, socialization of the preparation of terms of reference (TOR) and use of project management systems and documentation.