

## Evaluasi dan perbaikan proses pengembangan perangkat lunak pada LINE today application = Evaluation and improvement of software development process in LINE today application.

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### Abstrak

Proyek LINE Today Application telah mendapatkan perhatian khusus dari manajemen untuk menjadi produk unggulan dan bernilai tinggi. Namun, masih terdapat keterlambatan implementasi perangkat lunak yang tidak sesuai dengan jadwal perencanaan implementasi. Hal ini menyebabkan produktivitas sumber daya dari segi waktu dan tenaga akan menurun, serta dampak bisnis akan terganggu jika proyek tidak segera rilis. Penelitian ini berfokus pada penyelesaian akar masalah pada domain proses sehingga peneliti menggunakan software process improvement (SPI) menggunakan CMMI-Dev v1.3 continuous representation dengan proses appraisal menggunakan SCAMPI-C. Dari area proses yang terpilih yaitu PP, PMC, OPD, VER dan VAL, terdapat 3 kelemahan yang ditemukan yaitu pada area proses OPD dan VER dimana tingkat capability level masih berada di level 0. Rekomendasi perbaikan proses pengembangan perangkat lunak mengacu pada model PDSA atau Deming cycle. Hasil rekomendasi yang dihasilkan adalah membuat dan menerapkan Objective and Key Result (OKR) sesuai arahan manajemen, penerapan Software Quality Management Process sesuai SWEBOK v3.0, penerapan SQA Process sesuai IEEE Standard for Software Quality Assurance Process, dan penerapan pair programming dengan konsep Expert-Novice Pairing. Rekomendasi tersebut diharapkan dapat mengatasi keterlambatan pengembangan perangkat lunak pada LINE Today Application. Selanjutnya ditentukan tingkat prioritasnya menggunakan metode Eisenhower Decision Matrix sehingga organisasi dapat mengimplementasikan rekomendasi perbaikan sesuai dengan prioritasnya.

.....The project of LINE Today Application has received special attention from management to become a valuable and superior product. However, there are some projects that still not delivered on time following implementation planning schedule. It causes an increase in resources in terms of time, teamwork will decrease, and affect the business will increase if the project is not released soon. This study discusses problem solving in the domain process so that researchers use improved software processes (SPI) using CMMI-Dev v1.3 continuous representations with an assessment process using SCAMPI-C. From the selected process area namely PP, PMC, OPD, VER and VAL, there are 3 weaknesses such as in the OPD and VER process area, the capability level is still at level 0. Recommendations for improving the application development process in accordance with PDSA or Deming cycle. The recommendations are to create and implement Objective and Key Result (OKR) following management direction, implementation of Software Quality Management Process following SWEBOK v3.0, implementation of SQA Process following IEEE Standards for Software Quality Assurance Process, and implementation of pair programming with Expert-Novice Pairing concept. These recommendations are expected to solve the delay in delivery of software LINE Today Application. Then it determines the level of priority using the Eisenhower Matrix Decision Matrix method. So, the company can implement following to its priorities.