

Pengembangan Metodologi Implementasi Software as aService Berlandaskan Essence Framework = Developing an Implementation Methodology for Software as a Service based on the Essence Framework

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Abstrak

Proporsi pembelanjaan teknologi yang beralih ke cloud setelah krisis global pandemi COVID-19 diperkirakan pada tahun 2024 nanti akan makin meningkat mencapai 14,2% dari total belanja teknologi global, bertambah 9,1% dibandingkan tahun 2020 lalu. Software as a Service (SaaS) menjadi segmen pasar terbesar dalam layanan public cloud dan diperkirakan akan tumbuh sebesar 117,8 miliar USD pada tahun 2021 menurut survei yang dilakukan Gartner pada tahun 2020. Penelitian ini mengambil studi kasus implementasi aplikasi Digital HR SaaS cloud computing yang dilakukan oleh sebuah perusahaan konsultasi global PT XYZ di salah satu klien. Proyek implementasi SaaS di klien PT XYZ tidak tercapai 100% sesuai rencana jadwal implementasi karena adanya kemunduran selama satu bulan dari rencana yang telah ditetapkan yang akhirnya menyebabkan peningkatan total biaya proyek. Penelitian ini bertujuan untuk mengembangkan metodologi implementasi aplikasi SaaS dan membuat panduan untuk implementasinya di suatu perusahaan berdasarkan prinsip-prinsip dari Essence Framework. Pelaksanaan penelitian ini menggunakan pendekatan Design Science Research (DSR). Perencanaan dan pengembangan metodologi implementasi dilakukan menggunakan Focus Group Discussion (FGD) terhadap tim implementasi PT XYZ dan juga expert judgement dengan melakukan wawancara terhadap lima ahli untuk mendapatkan umpan balik dari segi eksternal organisasi. Analisis penelitian ini menghasilkan daftar lima belas praktik yang dapat dipilih dalam metodologi implementasi SaaS yang dapat dijadikan acuan terhadap klien PT XYZ, yaitu (1) Identify Value, (2) Sprint Planning, (3) Daily Scrum, (4) Sprint, (5) Sprint Review, (6) Acceptance Criteria, (7) Stories, (8) Whole Team, (9) Informative Workspace, (10) Energized Work, (11) Pair Programming, (12) Weekly Cycle, (13) System Demo, (14) Inspect and Adapt, (15) Solution Demo. Praktik-praktik ini dihasilkan dari FGD dengan tim implementasi PT XYZ berdasarkan metode terpilih dari hasil studi literatur. Metode Agile untuk transformasi yang besar dan kompleks seperti SaaS berdasarkan studi literatur adalah Scrum, Lean dan Extreme Programming. Metode Scaled Agile Framework (SAFe) juga dimasukkan dalam metode terpilih karena SAFe merupakan metode scaling paling populer berdasarkan hasil survei VersionOne tahun 2020.

.....Global technology spending for cloud computing is expected to increase further after the COVID-19 pandemic crisis. Year 2024 spending has reached to 14.2% of total global technology spending, an increase of 9.1% from year 2020 spending. Software as a Service (SaaS) is the largest market segment in public cloud services. According to Gartner survey in 2020, the SaaS spending figure is expected to grow to 117.8 billion USD by 2021. This research was based on a case study of Digital HR SaaS cloud computing implementation done by one of the biggest global consulting firm in one of its clients. The implementation was delayed for one month thus failed to achieve its 100% target implementation timeline and led to an increase of the overall project cost. This research aimed to develop implementation methodology for SaaS application and to create guidance of its implementation in an organisation based on the principles of The

Essence Framework. This research used Design Science Research (DSR) approach. Planning and development of the implementation methodology was carried out using Focus Group Discussion (FGD) with implementation team in PT XYZ and conducting expert judgment by interviewing five experts to get feedback from external point of view. The analysis of this research resulted in list of fifteen practices that can be selected for the SaaS implementation methodology to be used as reference for PT XYZ clients, namely (1) Identify Value, (2) Sprint Planning, (3) Daily Scrum, (4) Sprint, (5) Sprint Review, (6) Acceptance Criteria, (7) Stories, (8) Whole Team, (9) Informative Workspace, (10) Energized Work, (11) Pair Programming, (12) Weekly Cycle, (13) System Demo, (14) Inspect and Adapt, (15) Solution Demo. These practices are chosen through FGD with implementation team in PT XYZ based on Agile methods defined from the literature review for large transformation as SaaS, namely Scrum, Lean and Extreme Programming. In addition, Scaled Agile Framework (SAFe) method is also included as it is the most popular scaling method based on VersionOne survey in 2020.