

# Peningkatan Kualitas Penerapan Scrum dalam Pengembangan Aplikasi Berdasarkan CMMI V2.0: Studi Kasus Mobile Apps ABC di Bank XYZ = Improving the Quality of Scrum Implementation in Application Development Based on CMMI V2.0: A Case Study of ABC Mobile Apps at XYZ Bank

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## Abstrak

Bank XYZ mengembangkan Mobile Apps ABC, sebuah aplikasi Super Apps, yang digunakan untuk mendukung kebutuhan nasabah dan pencapaian target bisnis. Metode Scrum yang digunakan dalam pengembangan ABC belum optimal. Dari data terlihat bahwa belum tercapainya target bisnis dan IT Bank XYZ, salah satunya karena terdapat keterlambatan implementasi fitur penting produk ABC. Penelitian mixed method ini melakukan evaluasi proses yang berjalan dengan menggunakan Capability Maturity Model Integration (CMMI V2.0). Mengacu pada Common Business Problem dalam dokumen Adoption and Transition Guidance terpilih 8 practice area dengan total 73 praktik. Berdasarkan Standard CMMI Appraisal Method for Process Improvement (SCAMPI) dihasilkan capability level untuk practice area sebagai berikut: IRP, PLAN, GOV, II di level 3; RDM, EST, MC di level 2; serta RSK di level 1. Dari 73 praktik, 59 praktik telah tercapai berdasarkan CMMI V2.0 atau sekitar 80% dari ruang lingkup practice area pada penelitian ini. Rekomendasi disusun dengan analisis weakness dari SCAMPI dan Underlying Causes dari CMMI V2.0 didapatkan 11 rekomendasi perbaikan yang telah divalidasi oleh perwakilan bank studi kasus. Saran untuk penelitian berikutnya dilakukan tahap Deploy Improvement, dan Assess Capability sesuai Adoption and Transition Guidance Circle CMMI V2.0, untuk mengukur kembali impact rekomendasi yang telah diberikan.

.....XYZ Bank developed Mobile Apps ABC, a Super Apps application, which is used to support customer needs and business target. The Scrum method used in ABC development is not optimal. From the data it can be seen that Bank XYZ's business and IT targets have not been achieved, partly due to delays in the implementation of important ABC features. This mixed method research evaluates the running process using Capability Maturity Model Integration (CMMI V2.0). Referring to Common Business Problems in the Adoption and Transition Guidance document selected 8 practice areas with a total of 73 practices. Based on the Standard CMMI Appraisal Method for Process Improvement (SCAMPI), the ability levels for practice areas are: IRP, PLAN, GOV, II at level 3; RDM, EST, MC at level 2; and RSK at level 1. Of the 73 practices, 59 practices have been achieved based on CMMI V2.0 or around 80% of the scope practice areas in this study. Recommendations were compiled using weakness analysis from SCAMPI and Underlying Causes from CMMI V2.0 found 11 recommendations for improvement that have been validated by bank representative case studies. Suggestions for further research are to carry out the deployment improvement stage, and assessment capability according to the Adoption and Transition Guidance Circle CMMI V2.0, to remeasure the impact of the recommendations that have been given.