

Evaluasi Penerapan DevOps Dalam Rangka Pencegahan Fraud: Studi Kasus PT XYZ = An Evaluation of DevOps Practices to Prevent Fraud: A Case Study of PT XYZ

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Abstrak

Dalam pelaksanaan operasional PT XYZ, diketahui bahwa terjadi fraud yang menyebabkan kerugian finansial bagi PT XYZ. Fraud terjadi karena berbagai faktor, dalam kasus ini utamanya karena terjadinya high level bug di lingkungan production. Masalah tersebut sejatinya tercakup dalam penerapan DevOps di PT XYZ yang kurang maksimal. Berdasarkan masalah tersebut, penelitian ini melakukan evaluasi terhadap penerapan DevOps di PT XYZ menggunakan Bucena's maturity model dan memberikan rekomendasi perbaikan terkait praktik penerapan DevOps, dengan keluaran berupa roadmap kegiatan untuk perbaikan DevOps. Pengumpulan data dilakukan dengan wawancara secara semi-terstruktur kepada empat narasumber yang memegang peran penting dalam pengembangan perangkat lunak di PT. XYZ, yaitu Project Manager, Engineering Manager, Vice President of IT, dan Chief Technology Officer. Hasil wawancara diolah menggunakan magnitude coding dan metode analisis tematik. Penelitian ini menemukan bahwa berdasarkan Bucena's maturity model, kekurangan PT. XYZ dalam menerapkan praktik DevOps mayoritas berada pada domain Technology dan Process. Berdasarkan temuan tersebut, penelitian ini menggagas roadmap berjangka 12 bulan yang terdiri 9 kegiatan utama untuk meningkatkan DevOps maturity level di PT. XYZ, sekurangnya hingga sampai ke level Defined.

..... Within PT XYZ's operations, it was discovered that there exist fraudulent transactions that have caused significant financial losses for the company. These frauds happened due to various factors, mainly from high level bugs in the company's production environment. Such issues fall within the scope of subpar DevOps practices in PT XYZ. Based on the given problem, this research evaluates DevOps practices in PT XYZ based on Bucena's maturity model and proposes recommendations on how to improve them, with an output of a DevOps improvement roadmap. Data collection is performed using semi-structured interviews with four key figures in PT. XYZ's software development team: the Project Manager, the Engineering Manager, the Vice President of IT, and the Chief Technology Officer. The results of the interview are processed using the thematic analysis method in conjunction with magnitude coding. This research shows that based on Bucena's maturity model, PT. XYZ's primary weaknesses in implementing DevOps practices fall mostly within the Technology and Process domains. From these findings, a roadmap is designed for a timeframe of 12 months, which consists of 9 primary objectives to fulfill in order to increase overall DevOps maturity level at PT. XYZ up to the Defined level.