

Peningkatan Proses Pengembangan Perangkat Lunak Menggunakan ISO 9001:2015 dan CMMI V2.0: Studi Kasus BPJS Kesehatan = Improving of Software Development Process Using ISO 9001:2015 of CMMI V2.0 : Case Study BPJS Kesehatan Abstract

Ulfah Nur Mukharomah, author

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Abstrak

Direktorat Teknologi Informasi di BPJS kesehatan akan menerapkan ISO 9001:2015 yang merupakan standar persyaratan untuk sistem manajemen mutu, tujuannya untuk peningkatan kualitas pada layanan pengembangan sistem informasi. Namun terdapat masalah keterlambatan implementasi sistem informasi yang mengakibatkan keluhan dari user. Tujuan penelitian ini adalah melakukan evaluasi dan memberikan rekomendasi peningkatan pada proses pengembangan perangkat lunak menggunakan ISO 9001:2015 dan Capability Maturity Model Integration for Development (CMMI) V2.0. Penelitian menggunakan metode kualitatif dengan melakukan observasi dokumen dan wawancara dengan tim pengembangan perangkat lunak. Evaluasi menggunakan Standard CMMI Appraisal Method for Process Improvement (SCAMPI) pada lima Practice Area (PA) yang terpilih berdasarkan hasil pemetaan PA dengan klausul ISO 9001:2015 dan juga Common Business Problem. Hasil penelitian PA Risk and Opportunity Management (RSK) di level tiga, RDM di level dua dan dua PA di level satu yaitu Estimation (EST) dan Planning (PLAN) dan Monitoring and Control (MC) belum mencapai level satu. Penelitian menemukan tiga belas kelemahan dan memberikan enam rekomendasi menggunakan metode Plan do Check Action (PDCA). Rekomendasi diberikan berdasarkan ISO 9001:2015 dan CMMI V2.0 untuk perbaikan proses perencanaan pada estimasi effort, penyusunan panduan manajemen perubahan proyek, pemantauan proyek dan evaluasi proyek.

..... IT Directorate of BPJS Kesehatan will implement ISO 9001:2015, which is a standard requirement for quality management systems. The goal is to improve the quality of information system development services. However, there is a problem of delays in the implementation of the information system, which results in complaints from users. The purpose of this study is to evaluate and provide recommendations for improvement in the software development process using ISO 9001:2015 and Capability Maturity Model Integration for Development (CMMI) V2.0. The research uses a qualitative method by observing documents and interviewing the software development team. The evaluation uses the Standard CMMI Appraisal Method for Process Improvement (SCAMPI) in five Practice Areas (PA) that are selected based on the results of the PA mapping with clause ISO9001:2015 and also Common Business Problems. The results of the PA Risk and Opportunity Management (RSK) research are at level three, RDM at level two, and two PA at level one, namely Estimation (EST), Planning (PLAN), and Monitoring and Control (MC) not reached level one. The study found thirteen weaknesses and provided six recommendations using the Plan Do Check Action (PDCA) method. Recommendations are given based on ISO9001:2015 and CMMI V2.0 to improve the planning process for effort estimation, project change guidelines, project monitoring, and project evaluation.