

# Evaluasi proyek implementasi single CIF customer ID integration di Bank XYZ Indonesia = Evaluation of the implementation single CIF customer id integration project in Bank XYZ Indonesia

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## Abstrak

[<b>ABSTRAK</b><br>

Latar belakang dari Proyek implementasi Single CIF ? Customer ID Integration di Bank XYZ Indonesia adalah untuk memenuhi peraturan dari Bank Sentral (BI) atas Single Customer Identification File dari beberapa sistem. Obyektif dari thesis ini adalah untuk mengevaluasi implementasi dari Proyek Integrasi Single CIF ? Customer ID di Bank XYZ Indonesia menggunakan standar PMBOK Project Management, mengidentifikasi perbaikan yang diperlukan dari implementasi tersebut, dan prioritas untuk pengembangan berikutnya berdasarkan ketersediaan sumber daya di perusahaan. Dengan menggunakan pendekatan studi kasus, data diperoleh dari hasil wawancara dengan anggota team proyek kemudian dikombinasikan dengan pengamatan dan dokumentasi terkait untuk proses analisa lebih lanjut. Dari hasil evaluasi perbandingan berdasarkan sepuluh area PMBOK Project Knowledge Management, beberapa bagian dari proyek telah diselesaikan dengan baik dan beberapa bagian yang lain masih diperlukan perbaikan. Dukungan dari pihak manajemen berdasarkan regulasi perbankan, kompleksitas dari proyek, dan keuntungan bagi pihak Bank akan menjadikan prioritas utama bagi pengembangan proyek ini di masa depan.

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<b>ABSTRACT</b><br>

The background of Single CIF ? Customer ID Integration Project in Bank XYZ Indonesia mainly to address the Central Bank requirement on Single Customer Identification File from several systems. The objective of this study to evaluate the implementation of the project, using PMBOK Project Management standard as well as to improve from the implementation for the next future enhancement and prioritization of the improvement based on the availability of resources. Using case study approach, the data was obtained from the project team member interview result then combined with observation and supporting documentation for further analysis. From the evaluation comparison result using 10 (ten) PMBOK Project Management knowledge areas, some parts of the project activities were done well and for some others still required improvements. Support from top management team based on regulatory related, complexity of the project, and benefit for the bank can prioritize the next future enhancement of this project., The background of Single CIF – Customer ID Integration Project in Bank XYZ Indonesia mainly to address the Central Bank requirement on Single Customer Identification File from several systems. The objective of this study to evaluate the implementation of the project, using PMBOK Project Management standard as well as to improve from the implementation for the next future enhancement and prioritization of the improvement based on the availability of resources. Using case study approach, the data was obtained from the project team member interview result then combined with observation and supporting documentation for further analysis. From the evaluation comparison result using 10 (ten)

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