

ABSTRACT

Digital transformation has become a primary focus for many companies to strengthen their competitiveness in the digital era. One of the technologies widely adopted by companies is cloud computing. PT Telekomunikasi Selular Indonesia, as one of the leading telecommunication companies in Indonesia, has embraced cloud technology in their efforts to accelerate digital transformation. However, data performance service during the initial stage of cloud implementation experienced an increase in service disruptions and cloud usage costs exceeding the initial design.

This research aims to address the aforementioned phenomenon by analyzing crucial factors that determine the success of digital transformation in the implementation of cloud technology at PT Telkomsel. Additionally, this study seeks to gain a more comprehensive understanding of the benefits that can be obtained, the challenges faced, and the associated risks in the process of this transformation.

The explored phenomenon in this research is investigated through a case study approach, utilizing Creswell's Data Analysis Technique and Triangulation validation through in-depth interview techniques, observation, and secondary data collection. The participants involved in this research consist of both internal and external experts who are engaged in the cloud project. Apart from involving IT department personnel, participants from other departments are also included to provide a comprehensive understanding for the research.

The cloud project Critical Success Factors (CSF) model by Corriea and Martens (2022) is used as a framework for identifying the determining factors for the success of a cloud project. The analysis results show that people, change management, contracts, and communication are factors of concern in the success of digital transformation in the implementation of cloud technology at PT Telkomsel.

The findings of this research are expected to provide valuable insights for improving strategies and approaches in future cloud implementations. Additionally, the research findings are anticipated to serve as a source of learning for other organizations currently undergoing or planning for digital transformation using cloud technology.

Keywords: digital transformation, cloud computing, cloud project success factors, cloud benefits, cloud challenges, cloud risks.