

CHAPTER I

INTRODUCTION

I.1 Background

The research is conducting in a software development project of the XYZ corporate. The XYZ corporate has two IT services which are project-based and product-based. Project-based is a customize application request to meet the client's requirement while product-based is a product developed by the company and offered to companies that are perceived to need and pay for the product periodically. The project of the research is a project-based service. It is a request from a multi finance company that needs to follow the rules of the regulator in Indonesia where multi finance companies need to report periodically to the regulator related to the financial activities contained in the company.

The project is a development of customized reporting platform for the X multi finance company. It is observed at the project execution stage and focusing on the monitor and control established in the project. The monitor and control existing are weekly meeting, weekly evaluation (internal), and for the customer evaluation (external) is a monthly meeting, the communication channel using whatsapp, and documents are informal which is using email only. The project budget comes from the customer and there is no way to add more budget. Therefore, for the project-based services are more often experience over schedule than over budget.

XYZ software development project doesn't use iteration-based agile for their agile life cycles, which is the team works in equal duration to deliver completed features. They used flow-based agile which is the team works in different amount of time to finish each feature (Project Management Institute (PMI), 2017). The researcher measure the project's performance based on the last work performed after all the failure testing and errors are fixed. The team may gains early feedback for the customer, but it doesn't change the whole scope of the project and the delivered of the project's goals.

I.2 Problem Identification

The problem of the research could be defined as:

1. How is the schedule performance of the XYZ Software Development Project?
2. How is the cost performance of the XYZ Software Development Project?

I.3 Research Objectives

The objective of this research based on the problem identification could be defined as:

1. To find out the schedule performance of the XYZ Software Development Project
2. To find out the cost performance of the XYZ Software Development Project

I.4 Benefits of Research

This research is conducted to provide assistance for the company that runs the XYZ software development project to measure their project performance and propose solutions for the problems that occur related to improving the project performance.

I.5 Research Limitation

The research's limitations are defined as:

1. The research is only conducted in software development projects
2. The EVM will be implemented on a project that is already executing or in progress
3. The research only controls which contains measures, analyzes, and reports
4. The project is assumed to be in the executing and monitoring controlling process
5. The scope of the project does not change

I.6 Writing Systematic

The writing systematic can be described briefly as follows:

Chapter I

Introduction

This chapter will explain about the background of the problem in the project that underlies the research. From the sub-chapter background, there will be

listed about the problems that need to be solved and also the objectives of the research. Moreover, in this chapter also will be explained about the limitation of the research, benefits of the research, and also writing systematics.

Chapter II

Literature Review

This chapter will explain about the relevant theories and methods in order to solve the problems mentioned in the previous chapter.

Chapter III

Research Methodology

This chapter explains the framework of the research that includes the conceptual method and the systematic of the problem solving method.

Chapter IV

Data Collecting and Data Processing

In this chapter, all the data that required for solving the problem, which is already mentioned in Chapter III will be collect and will be calculate to find the right answer from the problems that occurred.

Chapter V

Data Analysis

This chapter explains the analysis of the result that has been calculated from the previous chapter to align with the objectives and the problem formulation.

Chapter VI

Conclusion and Recommendation

The conclusion will shows the solution acceptance and recommendation regarding to the research calculation that has been done.