

ABSTRACT

The COVID-19 pandemic that has emerged since 2020 has had a significant impact on various sectors, one of which is the education sector. This requires the implementation of the learning process to be done remotely. But the fact is that currently, not a few schools are still having difficulties in conducting and implementing the distance learning process. The case study of this research is SMK Telkom Bandung which has problems in the form of integration between hierarchies and departments and data utilization that has not run optimally. IS/IT strategy and implementation using the Ward and Peppard method can be the right solution to overcome these problems. The IS/IT strategy and implementation can help the performance of each department so that school operational planning can run effectively and efficiently. Then, the Ward and Peppard method was chosen because it has a structured classification of IS and IT definitions, making it easier for schools to understand IS/IT strategies. This framework is divided into two stages, namely the input and output stages. The input stage includes analysis of internal business, external business, internal IS/IT, and external IS/IT. The output stage consists of information systems business strategy planning, IT strategy, and IS/IT management strategy. The output of this research is in the form of a blueprint of IS/IT strategy which is expected to improve the performance of SMK Telkom Bandung.

Keywords—COVID-19, Ward and Peppard Method, Education Sector, IS/IT Strategy