



# AGILE EXPANSION SUBMISSION OF INFORMATION SYSTEMS / INFORMATION TECHNOLOGY STRATEGIC PLANNING

Mr. Manmohan Paliya

RNR Global University, Bikaner

## ABSTRACT

*In entering the business competition latterly, especially in eating place business can't be separated from the role of data technology / data systems. In an data systems development there is 2 technique which will be used , that waterfall and agile development. In this opportunity we have a tendency to believe that systems development with agile development technique can bring additional success for associate degree data systems development project. This method was chosen as a result of we have a tendency to undertook data system strategic coming up with in an exceedingly company that could be a close corporation. System information with agile development that aligns with company strategic coming up with ought to have continually controlled, and where there is crafting strategy then move quickly the data systems development is anticipated to adapt.*

## 1. INTRODUCTION

In a study conducted by David and Lenny (2007) in an exceedingly family firm Ny.Meneer explained that the family business model should have strategy that across (Figure 1). The strength of this business model that can be delivered into company's business strategy [27].

According to Ward, J., Carlock, RS (2001) strategic business planning in a close corporation has to be proceed with a mapping of business opportunities and therefore the business direction with the family wants mix with purpose of read of family management (Figure 2) [26].

Meanwhile, in a study by Xiang, L (2009) in a close corporation in china, it was found that the management of the close corporation itself in an exceedingly globalized world must have evolved in terms of management structure. Changes in upper-level management structure ought to be done in order to develop human resources organization, culture, and business network, so the members of the family within the organization is additional specialise in the strategic direction of the business while not to abundant concerned within the operations activities of the corporate [12]. Based on the 3 studies on top of, then anyone involved in the management of the corporate, both sides of the members of the family or professionals ought to be ready to formulate a method which will be outlined in many different proposals that work into business strategy that match with the vision, plan and in accordance with the family needs[26].

The growth of business organizations today can't be separated from the role of data technology. Then in this occasion authors use Ward, Peppard (2002) approach steps model in order to form IS / IT strategic coming up with during this chance IS / IT strategic planning conducted on organizations that engaged within the eating place business. According to Prasad, M., Scornavacca, E., Lehmann, H. (2005) the development of data systems / information technology within the eating place business trends over time additional aimed to potency of product presentation, administration work efficiency, easy use to management of raw materials, as well as for sales planning ensuing day. Where constraints level of labor adaption to the use of IT instrumentation and technical issues of the technology ought to even be thought of conjointly. So once the implementation time comes doesn't disturb the operational performance [1]. Then according Shimmura, T., Takenaka, T., Akamatsu, M. (2009) the development of data systems in restaurant , in addition to using the POS ought to conjointly collaborated with PMS ( method Management System) to enhance the speed of service , efficiency of material use, and time to presenting a menu to customer [2].



The user of Wireless POS in the restaurant business, according to Stanford, V. (2003) should be thought of the obstacles can rise, such as: interface design, user adoption level, level of responsiveness between POS and the server. This kind of obstacles have to be compelled to be considered seriously and analyzed so as to avoid business risks of failures which will occur once user failures or different technical failures at lunch hour or at the time once eating place has increment numbers of tourists significantly [5]. In the development of data systems, according to Rand, C., Eckfeldt. (2004) in his study at 25 eating place unfold across the Manhattan town with the room that targeted at Long Island town, with vision to increasing the business value that align with the business strategic itself. The hope is reducing waste by 15%. Authors carrying out these information systems project use Agile XP (Extreme Programming) Development [4]. Good IS/IT strategic coming up with conjointly want to be support by smart repository system of documentation in set up, development and management, dalam hal perencanaan, pengembangan dan manajemen, so that data systems development comes is divided and well structured in Semitic deity dimensions [29]. So based mostly on the literature and journals, the authors began doing research on the agile development application of data systems/information technology strategic coming up with in Pt. GMS.

## 2. LITERATURE REVIEW

IS/IT Strategic Planning According to Ward and Peppard (2002), IS/IT strategic planning in each organizations ought to begin with external business atmosphere analysis with analytical tools like blighter, SWOT. The next step analysis of internal business environment analysis exploitation SWOT, Balance Scorecard, business process analysis. The results of external and internal business atmosphere analysis then combined with the external and internal IS/IT environment analysis. Analysis tools that used:

1. Analysis of the technology trends that have been used today in similar industries, both through the study of literature and direct observations to the field [3],[4],[5],[21].
  2. Analysis of IT infrastructure and IS problems that happening these days, so then will be conduct associate degree analysis to relinquish alternative answer for organization condition.
  3. Analysis IT Balance Scorecard, when generate from company BSC that already approved by management, Authors then convert it into IT BSC model [14],[25].
  4. According Ward and Peppard (2002), the analysis results then will be mix into IT strategic method which will be deliver into this 3 activities [25]:
  5. IS Business Strategy IT Division do some problems identification that comes kind business unit latterly, gives the list of different solutions and therefore the clarification, do some memberikan daftar alternatif solusi dan penjelasannya, do weighting for each alternative answer and align the results of BSC analysis, may give value estimation of different solutions.
  6. IS/IT Management Strategy IT Division define each changes like management structure changes, classification IT staf needs, Standard Operation Procedure, IS/IT security standard system, other rules that want to fulfill the organization objectives. SOP and this rules must created to support each activities of different answer coming up with that already advised on top of.
3. IT Strategy IT Division make suggestion of IT Infrastructure that required. The suggestion must consist of technology normal answer for each different answer IS/IT, IT Infrastructure suggestion that support IS business strategy, application or information systems recommendation in the future that support each business strategy set up of business unit.

Those three activities on top of can turn out future portfolio application and analysis gap of business strategy and IS/IT strategy. This two results is vital to be documented and deliver to organization management, so will be determined the event of data systems that ought to be priority for interests of strategic steps of organization. Then we will deliver estimation of value implementation and implementation timeline.

## 3. RELATED ANALYSIS AND FRAMEWORK

1. Business Process Analysis at Pt. GMS The firsts steps to understand this business condition in Pt. GMS, then authors do some observation in the field to induce a giant picture of business method progress in eating place. The major line of process endeavor in eating place Pt.
  1. Customers come to store then get served by waiters., waiters come with list of order menus, so that customers will select the menu that they like. Then the waiters will be mentioned once more and quickly calculated the full costs and asked the purchasers for the Indonesian monetary unit.
  2. Then waiters come to cashier space for posting the order into POS. If there is any money modification, then waiters back to customers with the money.



3. After the cashier posting the order into POS, then the results will be written into KRP (Kitchen Receipt Printer) that set at room. The head officer within the kitchen then can divide the menu supported kind of menu, so the tasks is deliver into boiling crew and preparation crew.
4. All crew in the kitchen do the menu method, cooking and boiling ,also noodle based mostly on the order that already conducted by the pinnacle crew within the room.
5. After all the food method done by the room crew then the menu able to served by the waiters, then the kitchen head crew served it well done and deliver the drinks conjointly and offer it to waiters.. 6.Waiters then took the well done menu and served it to the customers with the bill menu put it on the table.

Workflow method of Take – Out / Delivery describes as this :

1. Cashier crew received information from DSO systems or received take-out order in cashier desks, then cashier do posting into POS to get proceed into kitchen.
2. The posting results get printed through KRP (Kitchen Receipt Printer) , then the task with delivery order or take-out can be divided by the room head crew. 3. The food process happening in the room along with the drinks served.
4. The order that already done for process then bring round crew in cashier to induce bound up and provides it to customers for take-out or delivery crew for delivery order. Cashier then update the delivery status in DSO system for update data in decision Center Department. So once customers decision decision Center Hotline they'll inform the time of food order depart.
3. PEST Analysis According to the analysis methodology that already outline before, then in this research conduct external correlational analysis of Pt. GMS that can have an effect on into the business strategic steps of organization. So the next step is to conduct SWOT analysis with interview and give-and-take. The interview with organization management based on the problems that based in blighter analysis. So hopefully the SWOT analysis can be additional comprehensive and align with the strategic map of Pt.GMS.
4. SWOT Analysis The next step is conduct an inside organization analysis (Strength & Weakness) , external organization analysis (Opportunity & Weakness). Then the analysis results can be mapped into EFAS and IFAS matrix thus turn out SWOT position diagram (Figure 7).
5. Analisis IT Balance Scorecard

After get the direction of strategy we have a tendency to select supported the SWOT analysis, then the next step is to form align between business strategy and IT strategy. When positioning each of this strategy should be conducted with relationship diagram, so we have a tendency to will rework it into questionnaires . This questionnaires can be accustomed measures the IT division performance. The evaluation results and performance measurements of IT Division should based mostly on BSC prespektif. Those prespektive are shown in table below..

6. IS / IT Infrastructure Analysis After knowing the position of IT Division performance, then the next step do this IS / IT infrastructure analysis (Figure 10) and compare with the wants of infrastructure of IS alternative answer. So that authors will describes the advice of IS / IT Infrastructure for Pt. GMS (Figure 11).

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