

PORTFOLIO

ANANDA ANGGIE NUR AINI

“The future depends on what you do today” – Mahatma Gandhi

INTRODUCTION

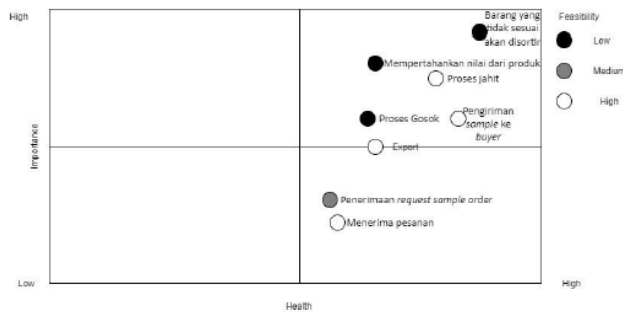


Hello! My name is Ananda Anggie Nur Aini. Usually, people call me Anggie. I am in my 8th semester as an Information Systems student at Telkom University and started looking for work and experience in a business, networking and technology-focused industry. With this portfolio, I present several projects to demonstrate the skills and competencies that I have worked on, whether team or individual projects.

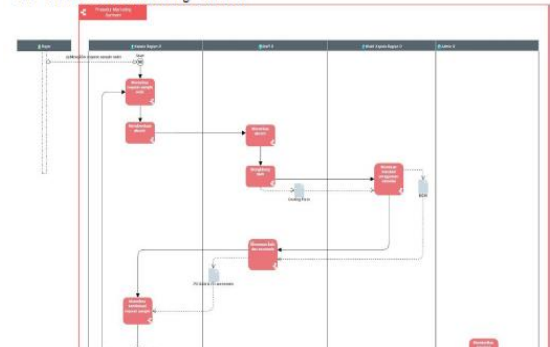
PROJECTS

• Business Process Engineering of PT Kahatex

Dalam proyek implementasi arsitektur enterprise ini dilakukan sebagai solusi permasalahan yang dihadapi oleh perusahaan dalam penerapan *Business Process Reengineering* (BPR). Sering ditemui perusahaan tidak memiliki tingkat kesadaran yang cukup dalam menggambarkan proses bisnis yang mereka lakukan saat ini. Hal ini muncul karena perusahaan menganggap bahwa proses bisnis yang diterapkan saat ini sudah bagus dan optimal dan tidak dibutuhkan perubahan. Kajian akademis mengenai rekayasa proses bisnis dengan metode *Business Process Reengineering* juga belum banyak ditemui dan disampaikan kepada perusahaan secara langsung. Dalam proyek ini saya bertanggung jawab terhadap Proses bisnis Marketing, Proses Portfolio dan value chain dari proses bisnis yang ada. Berikut bukti proyek yang dilakukan:



3.3 Proses Bisnis Marketing Garment



4.1.3 Proses Bisnis Marketing Garment

Tabel 4.3 Analisis Kualitatif Proses Bisnis Marketing

No	Aktivitas	Klasifikasi Aktivitas	Analisis Aktivitas
1	Menerima request sample order	VA	Aktivitas ini berhubungan langsung dengan buyer (customer), dan merupakan aktivitas utama dalam proses marketing garment.
2	Mendownload sketch	BVA	Aktivitas ini menjadi proses pendukung supaya proses selanjutnya dapat berjalan, dan tidak memiliki pengaruh terhadap produk untuk pelanggan secara langsung.
3	Menerima sketch	NVA	Aktivitas ini tidak memberikan nilai tambah, karena sudah dilakukan sesuai SOP.
4	Menghitung SMV	VA	Aktivitas ini proses penting untuk perusahaan, karena kalau tidak ada penghitungan ini maka proses tidak dapat dipertimbangkan.
5	Membuat standar penggunaan material	VA	Aktivitas ini menjadi proses penting untuk perusahaan, karena apabila tidak dilakukan pembuatan standar, maka perusahaan tidak bisa lanjut mengerjakan proses yang lain.
6	Memesan kain dan aksesoris	VA	Aktivitas ini menjadi proses penting untuk perusahaan karena, kalau tidak memesan kain dan aksesoris, kita tidak bisa membuat sampelnya.
7	Menerima konfirmasi request sampel	BVA	Aktivitas ini dilakukan untuk memberi kepastian sampel yang di request bisa sesuai ketentuan tidak. Jika aktivitas ini ditiadakan maka prosesnya akan kurang efektif.

Task Level Marketing Garment	Menerima sketch	Task Elimination	Karena proses ini tanpa perlu ditulis pasti terjadi.	Kill
	Memesan kain dan aksesoris	Specialize task	Supaya lebih jelas aktivitas proses saat memesan kain itu bisa melalui pemesanan yang seperti apa.	Implement
Process-level Marketing Garment	Menghitung SMV	Automation	Dalam perhitungan SMV, diubah menjadi otomatisasi dengan menggunakan aplikasi yang sudah ada algoritma perhitungannya sehingga bisa mempercepat proses.	Challenge

- Enterprise Architecture of PT Mada Wikri Tunggal

Dalam proyek implementasi konsep *Enterprise Architecture* didalam sebuah perusahaan dibutuhkan pembangunan sistem informasi untuk memisahkan data, proses infrastruktur dan sumber daya manusia. Pada proyek ini analisis pada setiap proses bisnis terdapat beberapa yang mengalami kendala seperti proses bisnis penerimaan order barang dan pengadaan material. Dalam proyek ini saya bertanggung jawab terhadap Stakeholder Map Matrix, Requirement Catalog, Business Interaction Matrix, Role Matrix, Technology Standards Catalog, Technology Portfolio Catalog, dan Technology Matrix. Berikut bukti proyek yang dilakukan:

Fungsi	Stakeholder	Key Concerns	Class
Top Level Management	Direktur	Kebhasilan dalam implementasi EA antara proses bisnis dengan teknologi pendukung demi tercapainya tujuan dari perusahaan.	Key Players
	Sekretaris	Menjamin perusahaan berjalan sesuai dengan SOP dan menerapkan standar K3 yang berlaku.	Keep Informed
	Departemen HSE	Menjamin proses Keselamatan Kesehatan Kerja pada perusahaan.	Key Players
	General Manager	Memastikan berjalannya proses operasional dalam perusahaan.	Key Players

Function	Goal	Objective	Requirement
Financial	Mengelola keuangan pada perusahaan	Pencatatan dan pembuatan alur kas perusahaan yang transparan untuk dapat diakses oleh departemen lain pada perusahaan	Membuat pencatatan keuangan perusahaan dan laporan arus kas yang dapat diakses oleh seluruh departemen dan juga pimpinan
Penerimaan order barang	Penerimaan order barang yang masuk dapat dilakukan dengan lancar dan menghemat waktu	Proses peninjauan penerimaan order barang dapat dilakukan dengan cepat	Melakukan penjadwalan terhadap order barang yang masuk sehingga barang dapat ditinjau secara terstruktur
Pengadaan material	Material yang di order memiliki kualitas yang baik	Menghasilkan produk yang baik dan unggul	Melakukan quality control bahan dan material produksi yang berkualitas
Service	Memberikan pelayanan yang totalitas dan memuaskan kepada pelanggan	Pelayanan order barang yang memuaskan	Minim kesalahan dalam memproses order konsumen Keterbukaan dan cepat tanggap atas feedback konsumen

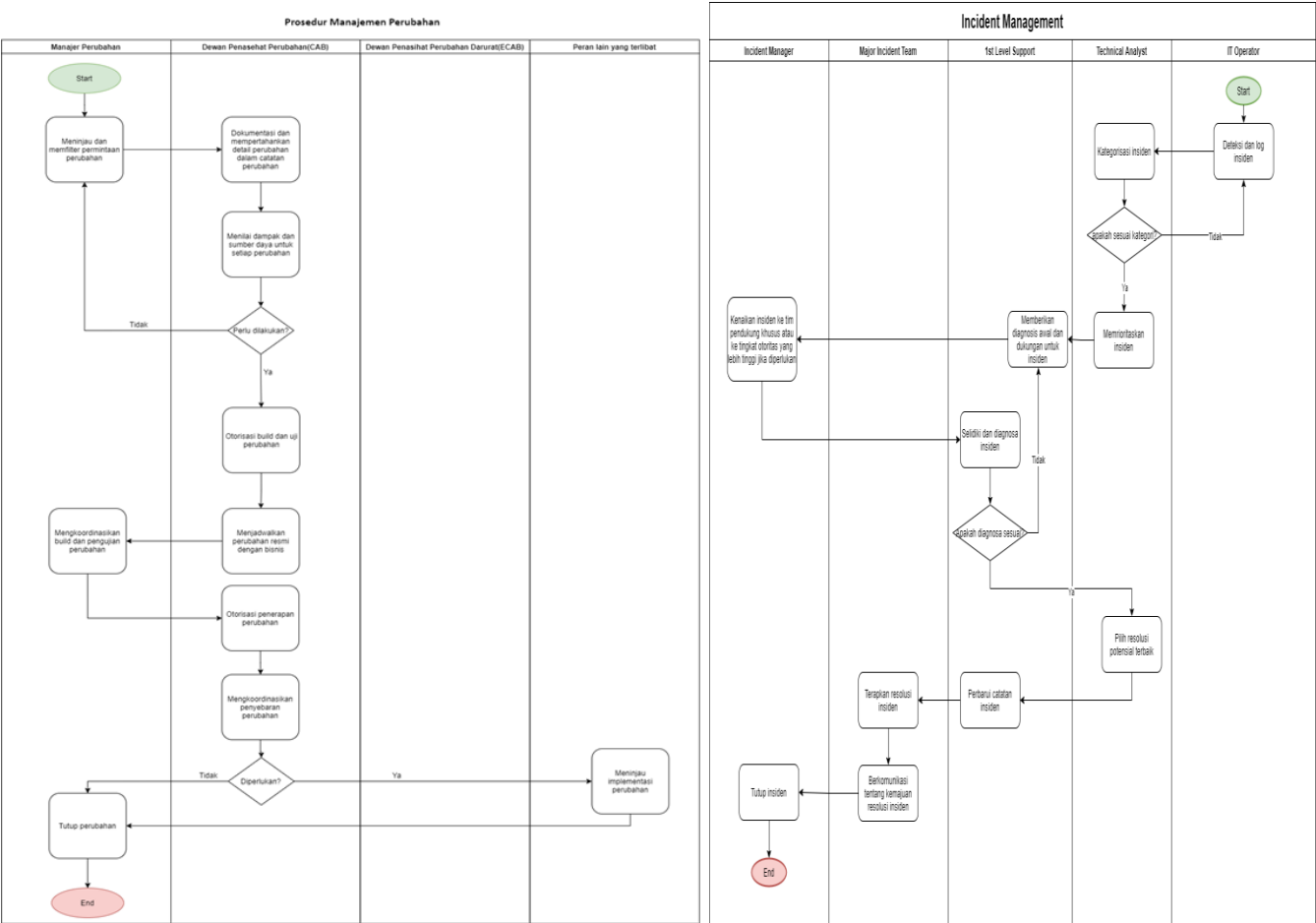
Logical Technology Component	Physical Technology Component	
Platform	Technology Component	Standards
Server Utama	Server	AMPPS 5.3.2
	OS Server	Windows Server 2019
	Database	MySQL
	Application Server	PHP Application /Apache
	Web Server	Apache HTTP
Data Distribution	Switch Core	Router, Switch
		Kecepatan transfer data yang tinggi
		Delay latency rendah
	Switch Distribution	Packet Filtering
		Quality of Service
		Access Layer Aggregation Point
		Control Broadcast and Multicast
Security	Switch Access	Can Handle Bandwidth
	Access Point	MAC address filtering
	Firewall	Wifi
Data Transaction	Antivirus	Private Firewall
	Mail Server	McAfee
	Internet Hosting ISP	Gmail
		30 Mbps, Stabil, Keamanan

RACI CHART	Marketing	Engineering	Finance	PPIC	Department Purchasing	Tim Audit	Vendor
Penerimaan Order Barang	R I	R C I	C	I	-	-	-
Pengadaan Material	-	-	-	-	A I	C	I

IT Service Management (Case Study: Implementing a System Managed Environment)

Dalam pengerjaan studi kasus ini, saya bertanggung jawab untuk melakukan analisis pada Change Management, Incident Management, Rekomendasi Aspek People, Rekomendasi Aspek Technology dan Proses Bisnis terkait. Berikut bukti proyek yang dilakukan:

Level 1: Initial				2. Performance Management:	Answer	Score	Comment
The process achieves its process purpose.				Process performance is managed			
1. Process Performance:	Answer	Score	Comment				
Process purpose is achieved	Yes	1	Because that depending on what type change is underway.				A request for change (RFC) form was designed, with an RFC log, and it was decided that these procedures should be followed both in Application Support and also in Operations.
All change requests are recorded and addressed	Yes	1	Procedures were written which outlined the roles and responsibilities of the Change Manager, Change Coordinator, Change Requestor, Change Implementor and Change Builder. A request for change (RFC) form was designed, with an RFC log, and it was decided that these procedures should be followed both in Application Support and also in Operations.	Review and filter the change requests	Yes	1	RFC Logging and Review To filter out Requests for Change which do not contain all information required for assessment or which are deemed impractical.
Risk level, business value, and urgency of change requests are understood and taken into account during the change lifecycle	Yes	1	Request for Change (RFC) sendiri dijadikan dokumentasi Perubahan yang semua detail Perubahan, yang mendokumentasikan siklus hidup dari satu Perubahan di change record.	Document and maintain change details in a change record	Yes	1	Generally change management procedures have made staff far more aware of the need for accurate reporting and estimating. In Operations, measurable targets have been set against number of changes implemented.
Change records are maintained all along the change lifecycle	Yes	1	The Change Record contains all the details of a Change, documenting the lifecycle of a single Change.	Assess impact and resources for each change	Yes	1	It was assumed that the new Help Desk, the software would have been procured more quickly and, therefore, that it was a waste of resources to tailor the existing system. If this had been done, metrics gathering on the priority of calls could have been started earlier, more trends identified, and a basic Known Error database installed.
Changes are successfully implemented after formal approval by the appropriate change authority	Yes	1	As the Group procedures specified that any changes over ten man/days have to be lodged as a project and follow project procedures, it was decided that the need for a Change Advisory Board for changes outside the authorisation limits of the Change Manager was not necessary.	Authorize the change build and test	Yes	1	A great deal of discussion took place with the teams, who were initially reluctant to accept that small changes of under one man-day should go through this procedure. Some ITIL training was undertaken, which raised awareness of the importance of including all effort, testing and implementing in the estimate. As a result the teams agreed that all changes, no matter how minor, should go through the change procedure.
All modifications to configuration items resulting from changes are tracked	N.A.	0	Not described at study case.	Schedule authorized changes with the business	Yes	1	Ensure that tactical, as well as strategic plans, are incorporated into the schedule so that movement can be on several fronts at once.
% Fulfilment of Process Performance							
100% F (Fully)							
Current Level				1 Continue to 2. Performance Mgt and 3. Work Product Mgt			



- IT Governance and Management of Oman Ministry of Manpower

Dalam pelaksanaan proyek ini menggunakan COBIT sebagai framework yang digunakan untuk analisis pada *Oman Ministry of Manpower*. Tujuan dari *IT Governance and Management* untuk mengetahui pengaruh faktor desain tertentu dibandingkan dengan situasi dasar (standar). Dalam proyek ini saya bertanggung jawab terhadap Desain Toolkit dan Assessment GAP Improvement. Berikut bukti proyek yang dilakukan:

COBIT2019

Information & Technology Governance System Design

Design Factor 4 I&T-Related Issues

COBIT2019

Information & Technology Governance System Design

Design Factor 4 I&T-Related Issues

Input Section—Importance of Each Generic I&T-Related Issue

I&T-Related Issue	Importance (1-3)	Baseline	Description	Notes/Evidence
Frustration between different IT entities across the organization because of a perception of low contribution to business value	2	2	A. Kebingungan pada setiap entitas TI yang ada di organisasi karena dipandang kontribusinya rendah terhadap nilai bisnis	The biggest challenge was the unstructured variances, absence of training and the knowledge gap of IT governance among the stakeholders within MoMP. The situation was made trickier due to the prevalence of inaccurate information and incorrect perceptions about the term "governance" itself. The "unlearning" and "relearning" was quite an uphill task, and it took a majority of the time and efforts.
Frustration between business departments (i.e., the IT customer) and the IT department because of failed initiatives or a perception of low contribution to business value	2	2	B. Kebingungan pada unit bisnis dan unit TI karena inisiatif yang gagal atau dipandang kontribusi yang rendah terhadap nilai bisnis	Another challenge was that while the ISMS was more prescriptive in nature, the PMS and the ITSM were more adaptive, more like guidelines. Hence, initially the ISMS team was somewhat reluctant to cooperate with the other two teams, fearing noncompliance in their control objectives.
Significant I&T-related incidents, such as data loss, security breaches, project failure and application errors, linked to IT	3	2	C. Insiden terkait TI yang signifikan (seperti kehilangan data, pelanggaran keamanan, kegagalan proyek, dan kesalahan aplikasi) dikaitkan pada unit TI saja	-
Service delivery problems by the IT outsourcing(s)	2	2	D. Masalah penyediaan layanan TI oleh pihak ketiga	At MoMP, the ISMS was already quite mature and generally accepted by the stakeholders; however, since the PMS and the ITSM were relatively new, there were mixed feeling about the effectiveness and value of additional systems. Furthermore, there were concerns raised about additional paperwork and documentation related to these 2 systems, which were perceived as a burden to an already overloaded MoMP staff of more than 5,000 employees across numerous branches, locations and directorates.
Failure to meet IT-related regulatory or contractual requirements	3	2	E. Kegagalan untuk memenuhi persyaratan regulasi atau kontrak terkait TI	-
Regular audit findings or other assessment reports about poor IT performance or reported IT quality or service problems	2	2	F. Temuan audit rutin atau laporan penilaian lainnya tentang rendahnya kinerja TI atau masalah kualitas atau layanan TI	The biggest challenge was the unstructured variances, absence of training and the knowledge gap of IT governance among the stakeholders within MoMP. The situation was made trickier due to the prevalence of inaccurate information and incorrect perceptions about the term "governance" itself. The "unlearning" and "relearning" was quite an uphill task, and it took a majority of the time and efforts.
Substantial hidden and/or unreported IT spending that is not IT spending by user departments outside the control of the normal I&T investment decision mechanisms and approved budgets	2	2	G. Pengeluaran TI yang tersembunyi dan mungkin, tidak	-

1

No Issue

2

Issue

3

Serious Issue

COBIT2019

Design Factor 4 I&T-Related Issues

Importance of I&T-Related Issues (Input)

	0	1	2
Frustration between different IT entities across the organization because of a perception of low contribution to business value			
Frustration between business departments (i.e., the IT customer) and the IT department because of failed initiatives or a perception of low contribution to business value			
Significant I&T-related incidents, such as data loss, security breaches, project failure and application errors, linked to IT			
Service delivery problems by the IT outsourcing(s)			
Failure to meet IT-related regulatory or contractual requirements			
Regular audit findings or other assessment reports about poor IT performance or reported IT quality or service problems			
Substantial hidden and/or unreported IT spending that is not IT spending by user departments outside the control of the normal I&T investment decision mechanisms and approved budgets			

APO04 - Managed Innovation

No	Practice-Activity	Gap	People Aspect		Process Aspect		Technology Aspect
			Type	Potential Improvement	Type	Potential Improvement	Potential Improvement
1	APO04.04-3	Lingkup inisiatif pembuktian konsep hanya membahas hasil dan tanggung jawab yang diinginkan	Responsibility	Menambahkan lingkup inisiatif proof-of-concept untuk anggaran yang dibutuhkan dan kerangka waktu	Policy	Menambahkan kebijakan yang jelas mengenai lingkup inisiatif pembuktian konsep (proof-of-concept) untuk anggaran yang dibutuhkan dan kerangka waktu	

EDM03 — Ensured Risk Optimization

No	Practice-Activity	Gap	People Aspect		Process Aspect		Technology Aspect
			Type	Potential Improvement	Type	Potential Improvement	Potential Improvement
1	EDM03.01-4	Dari Act 4, belum dijalankan keselarasan strategi risiko I&T dengan strategi risiko pada perusahaan	Responsibility	Menambahkan rincian tugas dan tanggung jawab terkait keselarasan strategi risiko I&T dengan risiko pada perusahaan	Procedure	Menyusun dan menambahkan prosedur terkait keselarasan strategi risiko I&T	

EDM01 — Ensured Governance Framework Setting and Maintenance

No	Practice-Activity	Gap	People Aspect		Process Aspect		Technology Aspect
			Type	Potential Improvement	Type	Potential Improvement	Potential Improvement
2	EDM01.03-4	Dari Act 4, tidak dijelaskan sama sekali adanya penjagaan dan pengawasan sejauh mana I&T memenuhi kewajiban (peraturan, undang-undang, hukum umum, kontrak), kebijakan internal, standar, dan pedoman profesional.	Responsibility	Perlu menambahkan suatu tanggung jawab khusus untuk melakukan audit rutin terkait rincian tugas dan tanggung jawab terkait penjagaan dan pengawasan sejauh mana IT memenuhi kewajiban dan kebijakan ini	Procedure	Menyusun (atau memperbarui) prosedur audit rutin penjagaan dan pengawasan sejauh mana I&T memenuhi kewajiban (peraturan, undang-undang, hukum umum, kontrak), kebijakan internal, standar, dan pedoman profesional.	

- **Software Engineering (Case Study : Website iTanam)**

Dalam pelaksanaan project ini, bertanggungjawab sebagai developer dan merancang aplikasi berbasis website dengan nama “iTanam”. iTanam merupakan website yang digunakan untuk wadah pecinta tanaman hias, dimana dalam website tersebut terdapat forum antar pengguna, review produk, melakukan komentar untuk postingan yang ada di website. Berikut bukti proyek yang dilakukan:

