

## ABSTRAK

Dinas Komunikasi dan Informatika Kabupaten Ciamis memiliki peran penting dalam mendukung penyelenggaraan E-Government, namun pengelolaan sistem informasi masih menghadapi kendala berupa belum optimalnya integrasi antar sistem dan data, proses kerja yang masih manual, keterbatasan sumber daya manusia bidang teknologi informasi, serta tata kelola SI/TI yang belum optimal. Kondisi tersebut dapat menghambat efektivitas pengelolaan informasi dan peningkatan kualitas layanan digital pemerintah. Tujuan penelitian ini adalah menyusun perencanaan strategis sistem informasi menggunakan metode Ward and Peppard yang selaras dengan kebutuhan dan tujuan organisasi.

Penelitian ini menggunakan metode Ward and Peppard dengan tahapan analisis lingkungan bisnis internal dan eksternal serta lingkungan SI/TI internal dan eksternal. Tools yang digunakan meliputi SWOT, Value Chain, PEST, Critical Success Factors (CSF), dan McFarlan Strategic Grid. Data diperoleh melalui observasi, wawancara, studi literatur, dan kuesioner pada lingkungan Dinas Komunikasi dan Informatika Kabupaten Ciamis. Hasil analisis digunakan sebagai dasar penyusunan strategi SI, strategi TI, manajemen SI/TI, portofolio aplikasi, dan roadmap pengembangan SI/TI.

Hasil penelitian menghasilkan portofolio 18 aplikasi yang dikelompokkan ke dalam empat kategori McFarlan Strategic Grid, yaitu 6 aplikasi kuadran Strategic, 4 aplikasi High Potential, 5 aplikasi Key Operational, dan 3 aplikasi Support sebagai dasar penentuan prioritas pengembangan. Selain itu, disusun roadmap perencanaan strategis SI/TI periode 2026–2030 secara bertahap dan berkelanjutan dengan mempertimbangkan prioritas pengembangan, kebutuhan organisasi, sumber daya manusia, serta kesiapan infrastruktur TI. Hasil penelitian diharapkan dapat menjadi pedoman bagi Dinas Komunikasi dan Informatika Kabupaten Ciamis dalam mengembangkan SI/TI yang lebih terintegrasi, terarah, dan mendukung peningkatan kualitas layanan E-Government.

**Kata kunci:** Perencanaan Strategis, Sistem Informasi, Ward and Peppard, E-Government, McFarlan Strategic Grid.

## ABSTRACT

Dinas Komunikasi dan Informatika Kabupaten Ciamis plays an important role in supporting the implementation of E-Government. However, information system management still faces several challenges, including suboptimal integration between systems and data, manual work processes, limited human resources in the field of information technology, and suboptimal IS/IT governance. These conditions may hinder the effectiveness of information management and the improvement of digital government services. The purpose of this study is to develop a strategic information systems plan using the Ward and Peppard method that is aligned with the organization's needs and objectives.

This study uses the Ward and Peppard method through the analysis of the internal and external business environment as well as the internal and external IS/IT environment. The tools used include SWOT, Value Chain, PEST, Critical Success Factors (CSF), and McFarlan Strategic Grid. Data were collected through observation, interviews, literature review, and questionnaires within Dinas Komunikasi dan Informatika Kabupaten Ciamis. The results of the analysis were used as the basis for developing an IS strategy, IT strategy, IS/IT management strategy, application portfolio, and IS/IT development roadmap.

The results of the study produced a portfolio of 18 applications classified into four categories of the McFarlan Strategic Grid, namely 6 applications in the Strategic quadrant, 4 applications in the High Potential quadrant, 5 applications in the Key Operational quadrant, and 3 applications in the Support quadrant, which serve as the basis for determining development priorities. In addition, an IS/IT strategic planning roadmap for the 2026–2030 period was developed gradually and sustainably by considering development priorities, organizational needs, human resources, and IT infrastructure readiness. The results of this study are expected to serve as a guideline for Dinas Komunikasi dan Informatika Kabupaten Ciamis in developing more integrated and well-directed IS/IT to support the improvement of E-Government service quality.

**Keywords:** Strategic Planning, Information Systems, Ward and Peppard, E-Government, McFarlan Strategic Grid.