DAFTAR ISI

ABSTRAK i

ABSTRACT ii

KATA PENGANTAR iii

DAFTAR ISI v

DAFTAR GAMBAR viii

DAFTAR TABEL ix

BAB 1 PENDAHULUAN 1

1.1 Latar Belakang 1

1.2 Identifikasi Masalah 4

1.3 Premis dan Hipotesis 5

1.4 Tujuan 6

1.5 Manfaat Penelitian 6

1.6 Batasan Penelitian 7

1.7 Sistematika Penulisan 7

BAB II TINJAUAN PUSTAKA 9

2.1 *Scrum* 9

2.1.1 Teori *Scrum* 10

2.1.2 Tim *Scrum* 12

2.1.2.1 Product Owner 13

2.1.2.2 Tim Pengembang 14

2.1.2.3 Scrum Master 16

2.1.3 Acara-acara Scrum 18

2.1.3.1 Sprint 19

2.1.3.2 Membatalkan Sprint 20

2.1.3.3 Sprint Planning 21
2.1.3.4 Sprint Goal 25
2.1.3.5 Daily Scrum 25
2.1.3.6 Sprint Review 27
2.1.3.7 Sprint Retrospective 29
2.1.4 Artefak *Scrum* 30
2.1.4.1 Product Backlog 31
2.1.4.2 Sprint Backlog 34
2.1.4.3 Inkremen 35
2.1.5 Transparansi Artefak 35
2.1.6 Catatan Akhir 38
2.2 *Sales Management* 38
2.3 Penelitian Terkait 40
BAB III METODOLOGI 41
3.1 Objek Penelitian 41
3.2 Metodologi Penelitian 41
3.3 Tahapan Penelitian 43
3.2.1 Pengumpulan Data 43
3.2.2 Analisis Data 44
3.2.3 Analisis Proses Bisnis 45
3.2.4 *Mapping* Kerangka Kerja *Scrum* 46
3.2.5 Rancangan *Sales Management System* 46
3.2.5.1 Definisi kebutuhan sistem 46
3.2.5.2 Diagram Konteks 47
3.2.5.3 Proses Bisnis 47
3.2.5.4 User role 48
3.2.5.5 Use-Case 48
3.2.5.6 Desain antarmuka 49
3.2.5.7 Struktur Basisdata 49
BAB IV DESAIN SISTEM 50

4.1 Pengumpulan Data 50
4.2 Analisis Data 53
4.3 Analisis Proses Bisnis 53
4.4 *Mapping* Kerangka Kerja *Scrum* 55
4.4.1 *Mapping* Personil 55
4.4.2 Proses pada Sales 56
4.5 Rancangan *Sales Management System* 60
4.5.1 Definisi kebutuhan perangkat lunak 60
4.5.2 Diagram konteks 61
4.5.3 Proses Bisnis 62
4.5.5 User role 63
4.5.6 Use-Case 64
4.5.7 Desain antarmuka 71
4.5.7.1 Menu 71
4.5.7.2 Backlog 72
4.5.7.3 Sprint 74
4.5.7.4 Scrum Board 74
4.5.7.5 Issues 75
4.5.7.6 Leads 75
4.5.7.7 Customers 75
4.5.7.8 Products 76
4.5.7.9 Invoices 76
4.5.8 Struktur Basisdata 77

BAB V KESIMPULAN DAN SARAN 86
5.1 Kesimpulan 86
5.2 Saran 86

LAMPIRAN 88

DAFTAR PUSTAKA 100