ABSTRACT

Many companies are trying to make use information technology to support their business. Even not just their core business system built supported by IT, but systems being used by the companies internally also supported by IT as well, such as operating plan system which is used to predict the next year’s expenses budget.

PT. ‘X’ has just developed a new operating plan system (OP2002) which was intended to replace the legacy system. The reason that top management of PT. ‘X’ wanted to replace the legacy system was that the legacy system is time-consuming, and it is necessary to give a fast-response system to the users. The other reason the new system was developed is to provide better convenience and satisfaction in using the system.

This thesis tries to compare between the legacy and the new system, using some characteristics of a good system. Beside the comparison of two systems, this thesis also analyse the environment of PT. ‘X’, because there are other aspects that should be concerned when people in organisation change their daily routines. The comparison will be done using a survey method and questionnaire as the tool, whereas the analysis will be performed using Soft Systems Methodology (SSM).

By the end, the thesis will give conclusion and recommendation based on the analysis performed, whether the new operating plan system is significantly can replace the legacy system.

Keywords: Information Technology, System, Operating Plan, Soft Systems Methodology.