

ABSTRACT

In response to the challenges in industrial revolution 4.0, PT Dayamitra Telekomunikasi Tbk adopt the digital transformation by implement a new IT system that will support CRM & Tower Management business process called PINISI Project. This research is aims to study the project management implementation based on PRINCE2 project management best practice in the case of ongoing PINISI project. This study focusses on three research questions which are (1) What project management processes, procedures, and activities that being implemented in the company project, (2) How did the implementation method of project in managerial level compare to PRINCE2 principles, and (3) how could PRINCE2 Agile behavior and techniques be tailored to fit into the project environment to improve its deliveries. Qualitative research design was conducted for this research through the focus group discussion, questionnaire, and observation to enable in-depth exploration of a phenomenon within its context. The sampling process was used which included 7 practitioners from project as respondents with range of experiences and skillsets. The author evaluated, assessed and analyzed the team's project management procedures, strategies, and approaches in order to estimate their current state. The result shows the project team faces difficulties during project implementation. Lack of documentation, risk and quality register, also exception plan is the most selected. In addition to this, the agile behavior and techniques result from PRINCE2 Agile shows that the project team lacks a high degree of proficiency with Agile practices, showing chances for improving its agility through the deployment of supporting practices. Finally, the author gave a set of recommendations addressing identified issues with project management processes, principles, also agile behavior and techniques. Also, this research outlined the project teams determine the important steps of project implementation, provide the foundation of managing good project, and agile practice that is integral part of project management in terms of giving a value and benefit that tailored fit in project environment to help delivering project success.

Key words: PRINCE2, PRINCE2 Agile, project management implementation