ABSTRACT

Rumah Sakit X as one company that held in health industry, already used information technology and information systems as part of business processes that escort them in this business. Conditions that require units Information Systems and Medical Record Management (SIM & RM) for always accompany the company, is not optimal when the service blueprint’s of SIM & RM units have not been integrated with other units carefully.

This research will build a strategic plan of SI/TI that needed by Rumah Sakit X Surabaya for period 2014 – 2018. This study refers to current condition of SI/TI and will be analyzed using several approaches to support the process of formulating strategy that suits with the needs of Rumah Sakit X.

This research built using Ward and Peppard methodology. This research begin using several analyze such as value chain, five forces, PEST until the position of company can be mapped using SWOT analyze and the result is known that Rumah Sakit X positions in quadrant 4, that use Strength-Threat strategy. The determination of future needs done using balanced scorecard approach until it’s find the Critical Success Factor (CSF) that suit with needs of the company. And then finally achieved strategy formulation of information system (IS), information technology (IT), and IT management that make up the future application portfolio 7 new application, 4 upgrade application, and 1 replace application that need strength human resource, implementing cloud computing, supported with IT governance under Cobit 4.1 and standard documentation with ISO 9001:2008 as service blueprint for SIM&RM division for period 2014 – 2018. The results of this strategic plan will be give a direction to the management to make policy that concerning in investment, implementation, and education that needs for them.

Strategic Plan; Ward& Peppard methodology; service blue print; application portfolio; Balanced Scorecard; Critical Success Factor; SWOT analysis SIM&RM