

## **ABSTRACT**

*The rapid development of information technology demands that cooperatives adapt in order to manage their business activities more effectively and efficiently. HND Employees Cooperative, as one of the cooperatives engaged in service and savings-loan activities, faces various challenges in data management, member services, and outdated operational support systems such as ensell, enhouse, ASDP, websites, and the use of MS Word and Excel. Another issue is the lack of development in the IT infrastructure owned by the HND Employees Cooperative, which necessitates recommendations for proper IT infrastructure to help achieve optimal business processes. Additionally, the existence of a strategic plan document to achieve the cooperative's goals is one of the reasons for developing an information system strategy plan. This study aims to design a strategic information system plan for the HND Employees Cooperative using the Ward-Peppard framework. It covers four main analyses: internal business environment analysis, external business environment analysis, internal IS/IT environment analysis, and external IS/IT environment analysis. The methods used involve data collection through interviews, observation, and documentation studies to identify the cooperative's strategic needs. The research results show an urgent need for information systems as well as further development, particularly in financial management, savings and loans, and member services. The analysis produced a portfolio of priority applications and a medium- to long-term information system development plan aligned with the cooperative's business objectives. The recommendations include which technologies can be used and supporting systems such as CRM Information Systems (SI CRM), Accounting Information Systems (SIA), Savings and Loan Payment Information Systems (SISPAT), and General Administration Information Systems (SIAU). Additionally, the use of social media like Instagram and more optimal use of email are recommended to help increase efficiency. This strategic planning can serve as a guideline for management in implementing effective information systems, improving operational efficiency, strengthening member services, and supporting the cooperative's overall sustainability. The research also produces IS/IT proposals included in the portfolio in the form of an information system strategic planning document and a 5 year IS/IT development roadmap.*

*Keywords: Information Systems, Strategic Planning, Ward and Peppard, Cooperative, Information Technology, IS/IT Roadmap.*