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# Implementation of the Rational Unified Process (RUP) Model in Design Planning of Sales Order Management System

*Implementasi Model Rational Unified Process (RUP) Dalam Perencanaan Desain Sistem Manajemen Sales Order*

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**Abstract**— Sales order documents at retail companies are a very important procedure in the project or work initialization process. However, the management of the sales order which is still done manually creates several problems in the process. This research will try to offer a solution by building a sales order management system that is developed by applying the Rational Unified Process (RUP) method. 4 stages in the RUP must be carried out, namely: the initial stage, the elaboration stage, the construction stage, and the transition stage. To reduce the risk of changes desired by the user, testing is carried out at the end of each phase. The results of this study have succeeded in building an SO management system where each feature designed is successfully implemented, which is indicated by the results of measuring the functional suitability of the system at each stage getting a value of 1.

**Keyword**— Information System, Rational Unified Process (RUP), Sales Order Management System.

**Abstrak**— Dokumen sales order pada perusahaan ritel merupakan prosedur yang sangat penting dalam proses inisialisasi proyek atau pekerjaan. Namun pengelolaan sales order yang masih dilakukan secara manual menimbulkan beberapa kendala dalam prosesnya. Penelitian ini akan mencoba menawarkan solusi dengan membangun sistem manajemen pesanan penjualan yang dikembangkan dengan menerapkan metode Rational Unified Process (RUP). Ada 4 tahapan dalam RUP yang harus dilakukan yaitu: tahapan awal, tahapan elaborasi, tahapan konstruksi dan tahapan transisi. Untuk mengurangi risiko perubahan yang diinginkan oleh pengguna, pengujian dilakukan pada akhir setiap fase. Hasil dari penelitian ini telah berhasil membangun sebuah sistem manajemen SO dimana setiap fitur yang dirancang adalah fitur yang berhasil, yang ditunjukkan dengan hasil pengukuran kesesuaian fungsional sistem pada setiap tahapan mendapatkan nilai 1.

**Kata Kunci**— Information System, Rational Unified Process (RUP), Sales Order Management System.





## **I. INTRODUCTION**

PT. Bali Yoni Saguna is a company engaged in Information and Communication Technology (ICT). In its business activities, of course, PT. Bali Yoni Saguna has a procedure that must be done, one example is Sales Order (SO). In carrying out a sale or project, internally it will always begin with a sales order document made by the marketing division which is then forwarded to the sales admin and warehouse divisions. Currently, the procedure is still done manually and no system can handle the procedure of sales orders, so some problems often occur such as loss of sales order documents due to storing hard copy documents, then it is difficult to monitor and supervise the process of sales orders, then wasteful of paper and ink because in carrying out a job one must print a minimum of 4 sales order documents to be forwarded to divisions that need them. The current manual system creates many problems as previously mentioned, and looks ineffective, inefficient, and requires excessive or wasteful resources. So in this study will establish a web base sales order management system that is expected to be the solution to existing problems.

The use of information technology is a solution that has proven to be very effective. Even the use of information technology has become a necessity, including in world business. With technology, information can be obtained quickly and accurately, and with fast and accurate information it can be an added value that can make a company superior to other companies [1]. Developing an information system that is good and has quality, can be achieved by using a methodology or framework [2]. Several methods are widely used in developing an information system, for example, the use of the Waterfall method in developing an industrial geographic information system in Tegal Regency [3], the application of the waterfall method to an inventory information system [4], and the use of the waterfall method in developing a monitoring and evaluation system for village development [5]. Then other methods such as the SDLC (System Development Life Cycle) method in designing a web-based course registration system simulation [6] and the development of school information applications based on the short message service gateway [7]. In addition to the two methods mentioned, there are also other methods such as the Scrum method in developing a test engine try-out certification [8] and Scrum modeling for the development of a health information system in the Ar-Rokhim Sragen clinic [9]. Then another method is the design sprint method or design thinking to develop a Covid-19 early detection information system [10]. From some of the studies mentioned, it can be concluded that developing an information system will become more structured when utilizing a methodology in its development. The use of methods can also simplify the process of analysis and design of

information systems, but of course, each method will have its advantages and disadvantages in certain situations and conditions.

In this study, in developing a sales order management information system the method chosen is the Rational Unified Process (RUP). Of course, this method was chosen because it has advantages such as the RUP method that can be applied using a single developer [11]. In previous research, the RUP method was used in developing a Web-based E-Kos information system [11], where there are 4 phases carried out, namely inception, elaboration, construction, and transition. So that the result is an E-Kos information system that helps to board house owners in promoting boarding houses and makes it easier for students to find boarding houses. Another advantage of the RUP method is that it can anticipate a less detailed definition of system requirements at an early stage [12]. In previous research, namely the application of RUP in the development of a medical check-up information system, the anticipation of a less detailed definition of needs can be overcome by conducting tests at the end of each phase of the RUP. Another related research is the design of a new grave ordering information system using the Rational Unified Process method [13], the research conducted at the Joglo Public Cemetery in West Jakarta begins with a process of observation and interviews with employees who are directly involved in grave ordering activities which are then continued on the stages in the RUP. Another study was to study conducted a comparison between the RUP model and the Prototype method [14], From this research, the RUP method is felt to be very suitable for object-oriented system development and the use of the RUP method can accept changes to improve existing prototypes so that they can produce an acceptable system, and the changes that occur are considered as part of the development process itself. Next is research on the development of a web-based building rental information system with the RUP method which was carried out at Wisma Rata Medan [15], with the phases carried out are the inception, elaboration, construction, and transition phases. The results in this study that the building rental information system that was built was well received by its users based on tests carried out on five respondents from each actor. The next related research is the development of an Android-based color blind test simulation application with the Ishihara method [16], In this study, the application design method used is the RUP method. The purpose of this research is to make it easier for users to do a color blind test that can be done independently.

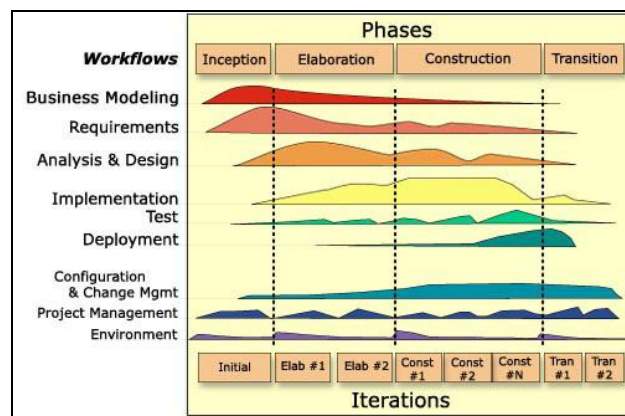
Based on previous studies, this study in developing a sales order management information system will use an information system development methodology. The method chosen is the Rational Unified Process (RUP) method, this method was chosen because it is considered following the current conditions and has advantages as previously mentioned.

## II. RESEARCH METHOD

The sales order management information system built is a web-based application built using the Rational Unified Process method which consists of 4 phases, namely inception, elaboration, construction, and transition.

### A. Rational Unified Process (RUP).

Rational Unified Process (RUP), is a method in software development developed by Rational Software with an iterative approach and uses use cases [17]. Basically RUP is a structured software engineering process with 4 phases in it, namely inception, elaboration, construction, and transition, which is generally depicted in Figure 1 below.



**Figure 1. RUP ARCHITECTURE**

The RUP method is also a software development method that prioritizes user satisfaction so that in the development process the developer will interact with users more often, and users can be directly involved in the development process [18]. The four phases that must be carried out in the RUP are:

1. Inception.

At this stage, it is more on modeling the required business processes, defining the system requirements to be made, and the analysis and design process.

2. Elaboration

At this stage more on system analysis and design and system implementation that focuses on system prototypes.

3. Construction

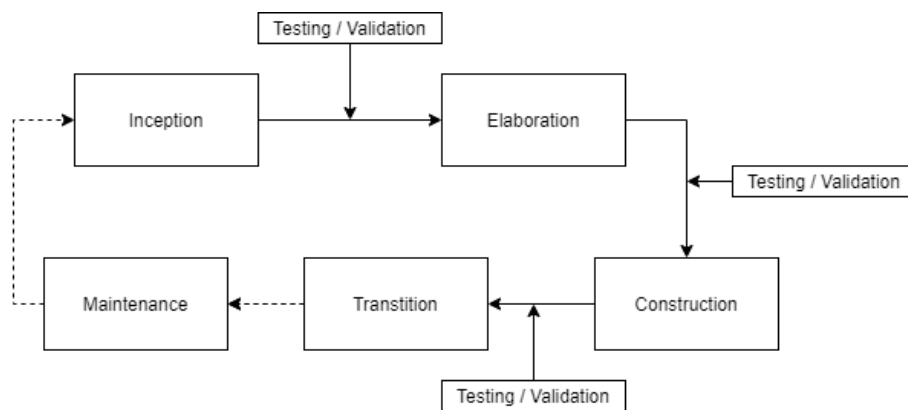
At this stage, implementation is carried out in the form of program code or the process of realization of the analysis and design in the form of program code.

4. Transition

At this stage, the deployment or system installation stage is understood by the user.



Tests are carried out at the end of each RUP phase to anticipate the less detailed definition of system requirements at the initial stage. Testing at the end of the inception and elaboration stage is based on the actors involved and the actions or functions in the resulting use cases [15]. The test was carried out with a questionnaire prepared based on the use case and Guttman measurements which contained a firm statement from the respondent regarding good or bad, agree or disagree, appropriate or inappropriate. [19]. Testing at the stage before deployment, namely construction, is carried out by testing BlackBox testing [20]. And in this study, briefly the iterations carried out can be seen in Figure 2.



**Figure 2. RESEARCH ITERATION**

Each stage of testing uses a form, where the structure of the test form at each stage can be seen in Table 1, Table 2, and Table 3 respectively.

**Table 1. INCEPTION STAGE VALIDATION FORM**

Number	Required Functionality	Use Case			
		Actor1	Actor2	Actor3	Actor...
1	Required Functionality 1				
2	Required Functionality 2				
3	Required Functionality 3				
...	...				

**Table 2. ELABORATION STAGE VALIDATION FORM**

Number	User	Feature	Validation	
			Agree	Disagree
1	User 1	Feature 1.1		
2		Feature 1.2		
3		Feature 1.3		
...	...	...		

**Table 3. BLACKBOX TESTING FORM**

Number	Function	Expected results	As Expected	Not As Expected
1	Function 1	Expecting Result		
2	Function 2	Expecting Result		
...	...	...		

### III. RESULT AND DISCUSSION

#### A. Inception

In the inception phase, the processes carried out include business modeling, requirements, analysis and design, and the validation process.

##### 1. Business Modelling

The business modeling process is carried out by creating a Business Modeling Canvas (BMC) which can be seen in Figure 3 below. Business modeling is done to determine the business processes and needs expected by users [21]. The business process at this stage is also carried out to determine and describe the business subject areas of existing functionality requirements. The selected subjects are used as the basis for determining the fact table in the next step [22].

<b>Key Partners</b> 1. Marketing Division 2. Sales Admin Division 3. Warehouse Division 4. Shipping Division	<b>Key Activities</b> 1. Create a Sales Order 2. Prepare items according to the sales order 3. Provides information that the items are ready 4. Preparing Delivery Orders 5. send goods to customers	<b>Value Proposition</b> 1. digitizing sales order document 2. Accurate sales order data 3. One system to serve 4 related	<b>Customer Relationship</b> 1. WhatsApp Group	<b>Customer Segments</b> 1. Owner 2. Company Management 3. SPI Team
	<b>Key Resources</b> 1. Marketing division member 2. Sales Admin division member 3. warehouse and shipping division member		<b>Channels</b> 1. Web base App 2. Google Sheet	
<b>Cost Structure</b> 1. times 2. papers 3. Inks			<b>Revenue Streams</b> 1. The project completion process is faster. 2. Save resources	

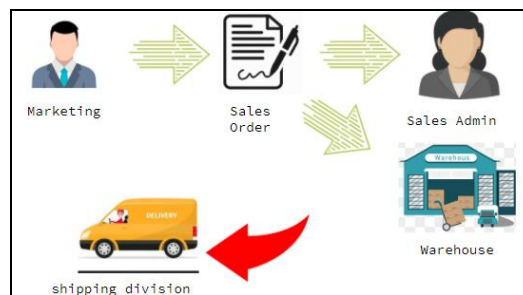
**Figure 3. BUSINESS MODELLING**

From the BMC in Figure 3, it can be seen that the key partners in the system to be built are the marketing division, sales admin, warehouse, and shipping division. And the key activity that can be done by the system is making sales orders, providing accurate information related to sales orders so that the division in charge of preparing goods can prepare goods according to sales orders and proceed to information on delivery of goods based on sales orders. This will reduce the cost of time and others. With the system, it will also provide value such as digitizing sales orders, and integrating the divisions mentioned earlier. Not only that, those who become consumers or who will benefit from this system are

the company owners, management, and internal supervisory teams who can monitor the work of each division on project or work completion. Based on the BMC then translated into system requirements.

## 2. Requirements

The inception stage begins with a system requirements analysis by observing the sales order procedure and interviewing stakeholders to determine system functionality requirements. From the results of interviews and observations, it was found that the sales order procedure at PT. Bali Yoni Saguna, the divisions that are directly involved are the marketing division, sales admin, warehouse, and shipping division. Where is the procedure for sales orders at PT. Bali Yoni Saguna can be depicted in Figure 4 below. From the results of interviews and observations, it was also found that the sales order document will contain information such as the name of the customer, the delivery address, the name of the agency, the project number, and data on the ordered goods, such as quantity and price.



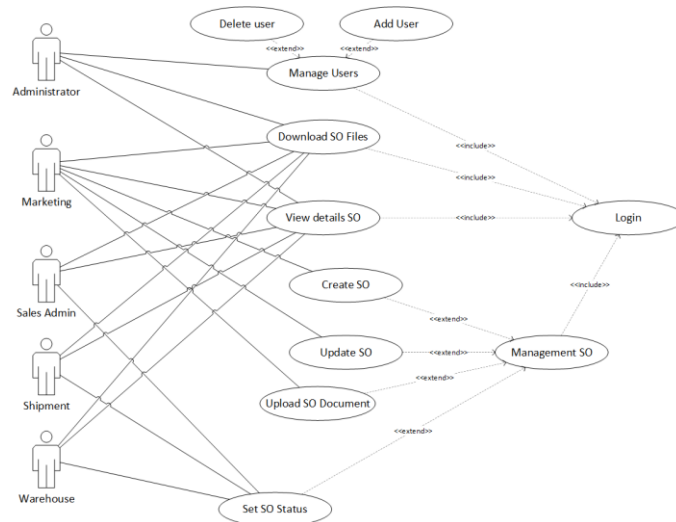
**Figure 4. PROCESS OF SALES ORDER**

So sales orders are made by the marketing division which will be forwarded to the sales admin and warehouse. The warehouse is in charge of preparing goods based on sales orders from marketing. When the items are ready, the sales admin will prepare the delivery order, then when the delivery order is ready, the delivery team will send the order to the customer. Based on this process, the system functional requirements of this study are in table 4 below.

**Table 4. FUNCTIONALITY REQUIREMENTS OF THE SYSTEM**

Number	Functionality Requirements	Actor
1	Manage user data (add, delete, update)	Administrator
2	Manage sales order data (add, update)	Marketing
3	Upload sales order documents	Marketing
4	Manage sales order data (Set status to "Preparing Items")	Warehouse
5	Manage sales order data (Set status to "Items Ready")	Warehouse
6	Manage sales order data (Set status to "create delivery orders")	Sales Admin
7	Manage sales order data (Set status to "Ready to ship")	Sales Admin
8	Manage sales order data (Set status to "Sent")	Shipping Division

### 3. Analysis and Design



**Figure 5. USE CASE DIAGRAM**

The analysis and design at the inception stage are explained by the use case diagram in Figure 5. Where there are 5 actors, namely administrator, marketing, sales admin, warehouse, and shipping division who have access to the system functionality in table 4. From the use case diagram, each user must first login to be able to access the features of the system. Each user has different access rights on each feature according to the needs analysis. Each actor can access detailed features of SO and download SO files. The administrator has access rights to the user management feature which includes the features of adding users and deleting users. Sales admin, shipping, and warehouse actors can only change SO status, while marketing actors can access SO management such as creating SO data, and updating SO data.

### 4. Validation

**Table 5. VALIDATION OF SYSTEM FUNCTIONALITY REQUIREMENTS**

No	Functionality Requirements	Actor				
		A	M	W	SA	SH
1	Manage user data (add, delete, update)	√				
2	Manage sales order data (add, update)		√			
3	Upload sales order documents		√			
4	Manage sales order data (Set status to "Preparing Items")			√		

Table captions :

A: Administrator

M: Marketing

W: Warehouse

SA: Sales Admin

SH: Shipping Division

Validation at the inception stage involved 5 respondents representing all actors taken from the head of each division. The validation results at the inception stage show that the use cases designed at this stage are following user needs. So the next process is to continue to the Elaboration phase.

#### B. Elaboration

After going through the inception phase, the next phase is the Elaboration phase. At this stage, the process carried out is the requirements, analysis and design, implementation, and validation processes.

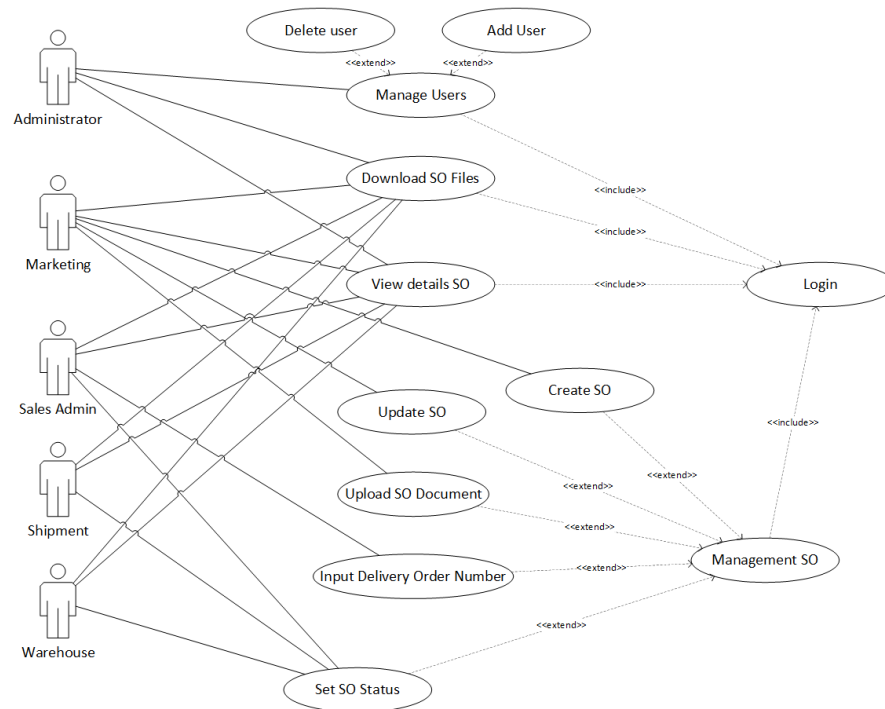
##### 1. Requirements

In the requirements process, there are additional functionality requirements in table 5 in the previous stage, namely the sales admin actor who can input the delivery order number.

##### 2. Analysis and Design

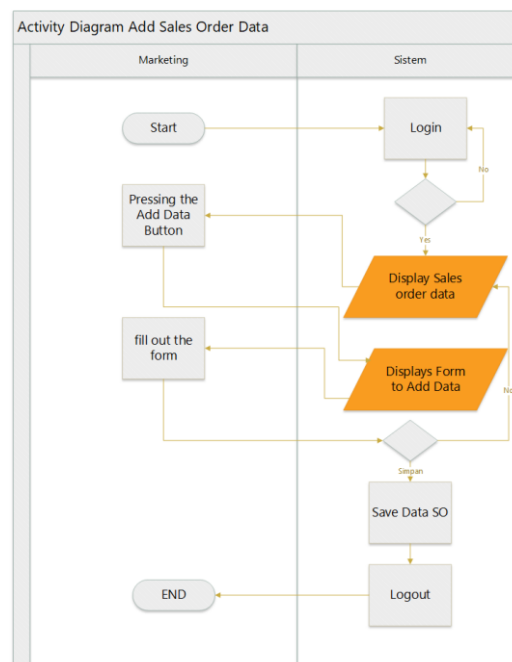
The analysis and design process in the elaboration phase is explained by use case diagrams, activity diagrams, and ERD.

Use case diagrams in the elaboration stage are use case diagrams produced in the previous phase, namely the inception phase. And a review of user needs was carried out. After a review and needs analysis, it turned out that at this stage the sales admin division asked for additional features in sales order management. This feature is used for sales admins so that they can input the shipping label number which will later become the identity of the package before shipping. So that at this stage an update is made to the use case diagram that was previously made at the inception stage. So that we get a use case diagram at the elaboration stage which is described in Figure 6 below.



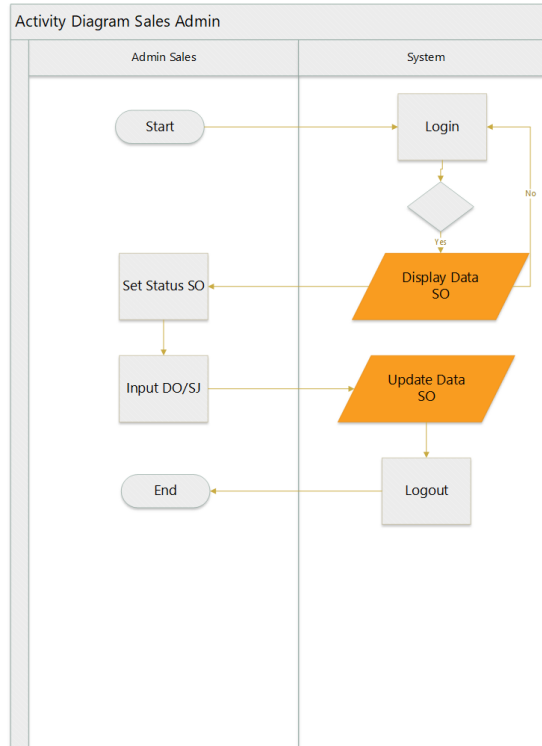
**Figure 6.** USE CASE DIAGRAM OF THE ELABORATION PHASE

Furthermore, a review of the use case diagram is carried out and no user needs are overlooked. After there are no additional features in the elaboration stage, it is continued in making activity diagrams of each actor, some of which can be seen in Figure 7 and Figure 8 below.



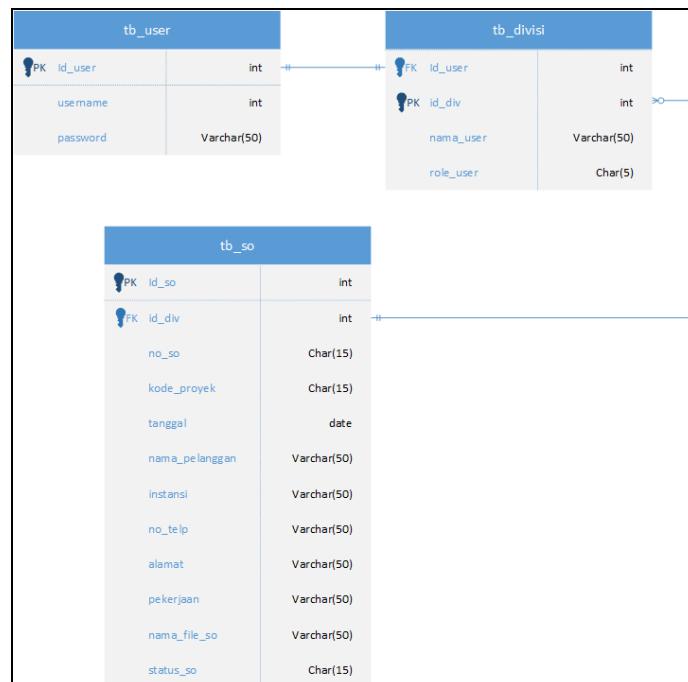
**Figure 7.** ACTIVITY DIAGRAM MARKETING DIVISION





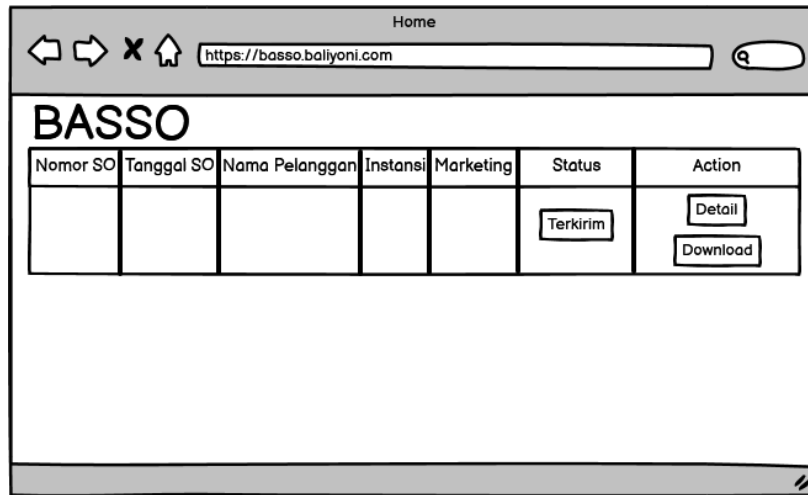
**Figure 8.** ACTIVITY DIAGRAM SALES ADMIN

After the use case and activity diagram have been successfully defined, the next step is to create an ERD system to be built, it can be seen in Figure 9 below, where there are 3 tables to be built, namely the user table, division table, and SO table.



**Figure 9.** ERD OF THE SYSTEM

Next is the implementation, the implementation process in the elaboration phase is the design of the system interface. One of the designs of the system user interface is in Figure 10 below.



**Figure 10.** DASHBOARD INTERFACE DESIGN

After going through the analysis and design process at the elaboration stage, the next step is the validation stage. In the validation phase, the elaboration phase involves 5 respondents who will validate the features designed at this stage. The goal is to find out whether the features designed are following user needs or not. The following in table 6 shows briefly the results of the validation of the features designed.

**Table 6.** FEATURE VALIDATION AT THE ELABORATION STAGE

Number	User	Feature	Validation	
			<i>Agree</i>	<i>Disagree</i>
1	Administrator	Add new user	√	
2		Delete user	√	
3		See detailed sales order data	√	
4	Marketing	Create new sales order data	√	
5		Update sales order data	√	
6		Upload sales order document	√	
7		Download sales order document	√	
...	...	...	...	...

Based on the results of the validation, it is found that all the features that are designed are following user needs. So that the next process is to step into the next stage, namely Construction.

### C. Construction

At this stage, the implementation and testing process is carried out. The implementation process at the construction stage is the coding stage of the system based on the results of the elaboration stage. The sales order management information system development process was built using Bootstrap framework as a front-end and a combination with the PHP programming language for back-end development. MySQL database is used to build the database.

The following is a display of some of the system coding results at the construction stage. Figure 10 is a login page display, Figure 11 is a dashboard page display. Figure 12 is one of the tables in the system database.

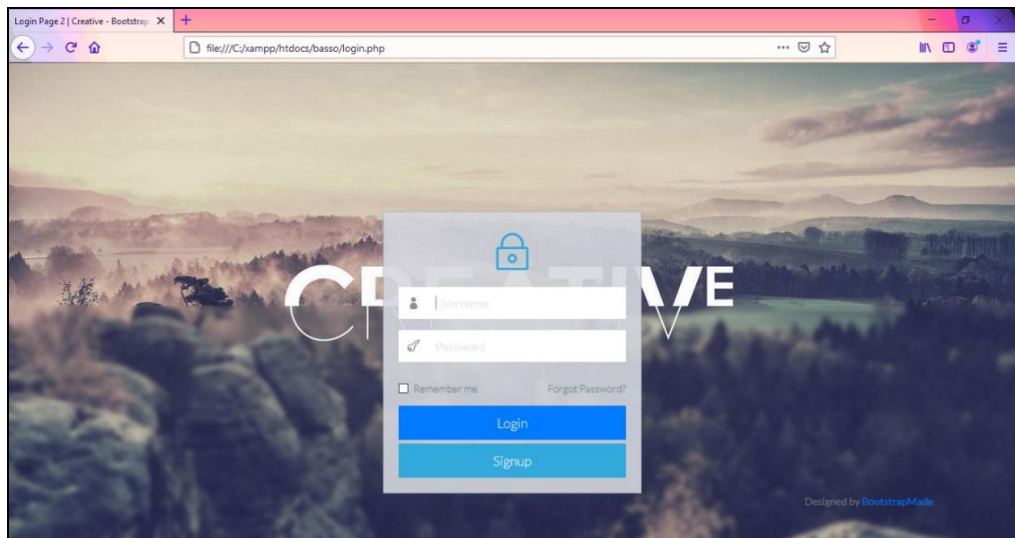


Figure 11. LOGIN PAGE

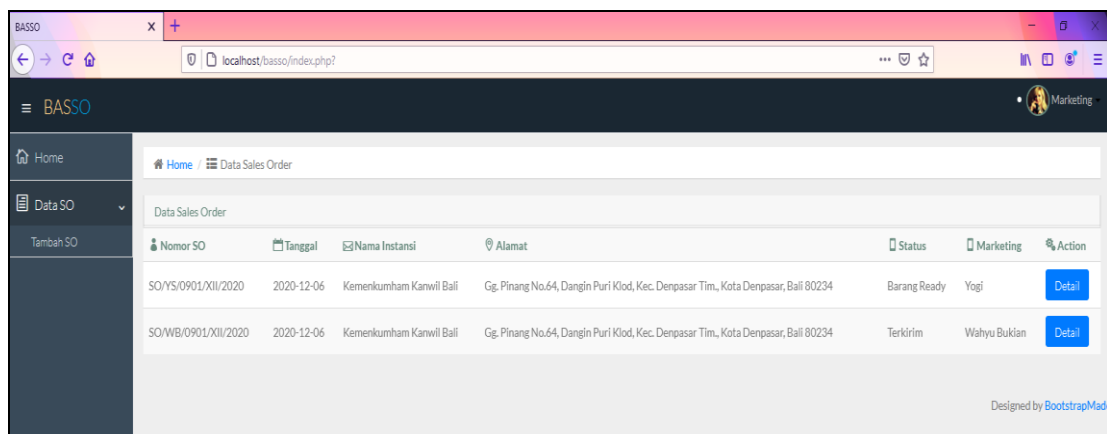
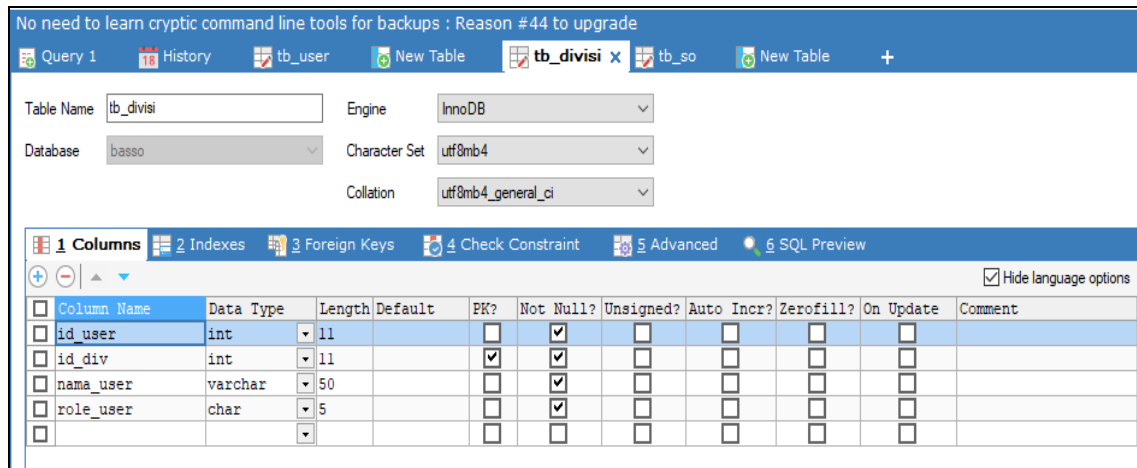


Figure 12. DASHBOARD PAGE



**Figure 13.** DIVISION DATABASE TABLE

At the construction stage, testing is carried out in the form of BlackBox testing, where testing is carried out to test whether the features and functionality of the system being built can run correctly before deploying at the transition stage. Some of the results of system testing with BlackBox testing are shown in table 7 below.

**TABLE 7.** BlackBox Testing Results

No	Function	Expected results	Test result	
			As Expected	Not As Expected
<b>Administrator</b>				
1	Login as Administrator	The login function as administrator is running correctly.	√	
2	Adding new user data	The add new user function is running correctly	√	
3	Delete user	The user delete function is running correctly	√	
<b>Marketing</b>				
4	Login as Marketing	The login function as marketing is running correctly.	√	
5	Add sales order data	The new add sales order function is running correctly	√	
6	Update sales order data	Sales order data update function is running correctly	√	

From the test results with the BlackBox testing, it was found that all the functions that had been built were running correctly. So that the next process can be continued to the transition stage.

#### D. Transition

The transition stage is the stage where the deployment or installation of the system is carried out. At this stage, it also focuses on training users in using information systems and carrying out system maintenance.

#### **IV. CONCLUSION**

In this study, we have succeeded in building a sales order management system using the Rational Unified Process method. Whereby utilizing the RUP method, the development of information systems becomes more structured starting from the initial stage, namely inception, then the elaboration stage, the construction stage, and at the final stage, namely the transition stage where the system can be used by users and is carried out periodic maintenance. Defining system requirements that are not detailed at the initial stage can be overcome by validating at the end of each RUP stage, where at the inception stage validation is carried out on the system functionality requirements, which indicates that the functional requirements are following the user's wishes and the process can be continued to the next stage. Likewise, at the elaboration stage, the features designed are tested so that it is based on the test results which show that all the features designed are following the user's needs.

From this research, it can also be concluded that we have succeeded in building a web-based sales order management system that was built using the RUP method. This is also shown in the results of testing with the BlackBox Testing method, where the tests carried out show that every function designed has been successfully implemented and produces output as expected by its users.

This research still has weaknesses, where the testing has not been carried out at the transition stage so that it opens opportunities for further research to be able to test the sales order management information system, both from the point of view of user acceptance of information systems [23], or the quality of the system based on its usability [24]. By conducting further testing, it is also expected to know the level of quality and usability of the system.

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