

**Analysis of Bank Rakyat  
Information System**

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# Executive Summary

Information systems (IS) like any other functions require thorough and proper planning to ensure effective implementation and to yield strategic values. Not only it involves huge portion of firm's resources it also provides the competitive advantage the organization needs. Bank Kerjasama Rakyat (M) Berhad is one of those organizations that depended on IS to achieve its business and strategic goals in retail banking sectors.

The objective of this research is to highlight the importance of IS planning in managing and implementing IS resources. The study was done on what Bank Rakyat is doing and plan to do in achieving their goals. The emphasis of this research is on the IS problems faced by the bank. The paper approached the study by analyzing the business needs, existing IS capabilities and future opportunities to come up with some suggestions. The analysis is based on both primary and secondary data collected and provided by Bank Rakyat.

A number of problems and challenges were identified for evaluation and consideration in the study. The study reviews the alternatives and made suggestions to avoid the problems and to overcome the challenges in future IS planning. The study has shown the importance of IS planning for an organization such as Bank Rakyat. It is hoped that this paper will help the organization and other researcher in understanding the needs for proper IS planning.

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