
Abstract

During the current COVID-19 pandemic, the government has to change the conventional learning system to go online. In this way, the use of LMS and Igracias will greatly support this distance learning system or can be called online learning. Of course, the implementation of this media as a medium of information for students and lecturers will allow problems to occur on the website. For this reason, Telkom University created PUTI Dir where students can do ticketing to PUTI for problems experienced at LMS or Igracias. Therefore, in this research a test will be carried out to find out how the service quality of the PUTI Directorate is in providing maximum service to Telkom University students using the SVM method.

Keywords: Estimation, SVM, Quality of service, Linear regression
