

ABSTRACT

ANALYSIS OF MAINTAINABILITY AND PORTABILITY IN ERP ONE GATE PAYMENT SYSTEM USING ISO 9126 MODEL (CASE STUDY: PT TELEKOMUNIKASI INDONESIA)

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Companies that have a complex system and interconnected, the quality of the system is very influential on each division in the company. Implementation process of the new system in terms of internal portability and also in terms of the quality of the system if changes are made, according to the requirements of certain conditions in this case including in terms of internal maintainability in this case to be in line with the company that is helping companies in managing business processes according with company goals and able to carry out operational activities more efficient and more effective. In the process, the analysis of system quality this time was carried out in the Telkom OGP ERP system at PT Telekomunikasi Indonesia (Persero) Tbk. To analyze the quality of the Telkom OGP ERP system this time it was carried out with the ISO 9126 standard as a model to examine the internal variables Maintainability and also the portability variable. In the analysis process it uses SPSS 25 and SMARTPLS 3 as processing tools. The results of this analysis process are in the form of recommendations in terms of stability contained in internal maintainability testing, which is taken from the results of the hypothesis and also measurement testing for each related variable. The recommendations proposed are the Improvement System, from the previous SAP ECC 6.0 to SAP S / 4 HANA which has advantages in system stability.

Keywords: Kualitas sistem, Maintainability, Portability, ISO-9126 Model, SPSS, SmartPLS, Stability, SAP S/4 HANA.