

## ABSTRACT

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*In this digital era, technology plays an important role in facilitating people's lives, including in the tourism sector. Keraton Kasepuhan Museum in Cirebon still uses a manual ticket booking system that has several disadvantages, such as long queues and the risk of running out of tickets. To overcome this problem, Keraton Kasepuhan Cirebon in collaboration with Curawedan and CoE Smart City Faculty of Applied Sciences Telkom University developed a web-based ticket booking system. This research aims to design and develop a web-based information system that provides ticket booking features, historical information, and tourist attraction information. The methodology used is System Development Life Cycle (SDLC) with waterfall method, which includes requirements analysis, system design, implementation, testing, and maintenance. The results showed that the web-based ticket booking system helps visitors in booking tickets online, so that visitors no longer need to buy tickets directly. In addition, this system increases visitor satisfaction by providing historical information and attractions in a complete and easily accessible manner. This online ticket booking system can help Kasepuhan Palace Museum to increase visitor satisfaction by providing easy and fast ticket booking services. This system can also help improve the museum's operational efficiency by reducing long queues and waiting times.*

*Keywords: Information System, System Development Life Cycle, Unified Modelling Language, Usability Testing*