Abstract

In the software system development, success or not can be determined from the quality of software. One of the best solutions to assess the quality of a software system is through the evaluation process.

ISO 25010:2010 is one method that can be used for supporting the evaluation process. Implementation of ISO 25010:2010 is done through the stages of defining software quality requirements, proceed with the assessment process using metrics analyzed based on two dimension of ISO, quality in use and product quality. On the quality in use (from the perspective of user's satisfaction), the characteristics are: effectiveness, efficiency, satisfaction, freedom of risk and context coverage. While on product quality, included the following characteristics: functional suitability, reliability, operability, performance efficiency, security, compatibility, maintainability and transferability. The next process is defining the quality rate of the software from each measurement.

The final outcome of ISO 25010:2010 implementation in this research are recommendations which is useful to improve the quality of i-GRACIAS, both in terms of functionality or business processes in the academic registration.

keyword : evaluation, i-GRACIAS registration system, ISO 25010:2010