

Abstract

Evaluation of I-caring system as e-learning service implemented at Telkom University was carried out by using Capability Maturity Model Integration (CMMI) framework. Evaluation was aimed to identify the system strength and weakness in content delivery to users, so that the administrator of the system could make continuous improvement for the system. The study was initiated by collecting data from users by using questioner and by interviewing the system administrator. The data were statistically analyzed by using Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Class C to measure capability level of three process areas: service delivery, incident resolution and prevention and service system transition.

Results showed that the capability of iCaring was found at level 0 by two process areas of Service Delivery and Incident Resolution and Prevention. iCaring might be able to solve the problems, but the system has not been set up with service agreement and could not be able to anticipate and to prevent the problems arise in the future. In process area of Service Transition iCaring could reach the capability level of 1. The system was ready to serve the users in limited condition.

To improve the level of system capabilities, the iCaring should be completed with service agreement system in accordance with the needs of users and system administrator.

Keywords: *auditing, CMMI-SVC, SCAMPI Class C, service delivery, incident resolution and prevention, service system transition*