

ABSTRACT

ANALYSIS OF RELIABILITY AND USABILITY OF THE IMPLEMENTATION OF ERP SYSTEMS ON CORPORATE PAYABLE TELKOM ONE GATE PAYMENT USING ISO 9126 MODEL

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PT Telekomunikasi Indonesia built a system of direct payment transactions to vendors which was given the name Corporate Payable One Gate Payment in the middle of 2011. The level of quality that exists in the Telkom ERP system OGP is currently the goal of the research. Identifying the quality of a software is important in the quality assurance process. Software quality measurement can use the ISO 9126 model. This model has measurement standards that are valid and reliable in measuring software quality. The variables analyzed in this study are reliability and usability of the system. This variable can be a measure of software quality measurement. The results of this study are recommendations based on the lowest scores obtained from the feasibility test. The lowest value in this study is system recovery which includes system reliability. The proposed recommendation is to replace the Oracle 12 database with SAP HANA because it has a faster response time so that it can support the development of the company going forward.

Keywords: System quality, ERP, Corporate Payable Telkom One Gate Payment (Telkom OGP), reliability, usability, and ISO 9126 Model.