

ABSTRACT

ANALYSIS OF RELIABILITY DATA REDUCTION IN SAP FOR POTS SEGMENTATION WITH CAUSE-EFFECT GRAPH METHOD

(Case Study at PT Telekomunikasi Indonesia, Tbk)

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Telkom Indonesia which has been established since 1856 have customers that are increasing every year. It makes the data stored in database is increasing as well. Some problems can arise due to such things like failure during data backup, data restoration that takes a long time that it can interfere with the system performance and can cause Telkom Indonesia's operational activities to be disrupted.

To overcome this issue, the data that is stored in database need be reduced. The reduction is done by deleting some rows on tables, especially on customer tables for POTS segmentation. Data that has been reduced must be tested to find out whether the data is consistent, accurate, and complete for each SAP transaction. Therefore it is necessary to do black box testing with cause-effect graph technique. This technique helps to generate test case from cause (input) and effect(output) so that we could find the ambiguity and incompleteness of data. State of testing is divided into three, black box testing, System Integration Testing (SIT), and User Acceptance Testing (UAT) to produce a successful data reduction.

Keywords: SAP, data reduction, black box testing, cause-effect graph, SIT, UAT