

ABSTRACT

Telkom University is a private educational institution that implements an academic portal called iGracias to serve the needs of students, lecturers, employees, and parents/guardians of students, especially in providing campus information quickly and widely and up-to-date. Each user can access by using Single Sign On (SSO) which is provided with different access rights. iGracias has 30 menus and each menu has a sub menu that connects the user to the destination information. One of the menus available in iGracias is the OBE (Outcome Based Education) RPS menu which can be accessed by the Head of Study Programs and Subject Coordinators for RPS monitoring, learning development monitoring, adding PLO mapping, and CLO/PLO mapping. The use of iGracias has a number of data records that continue to develop every day and will record various activities that occur every day in the form of an event log. One of the information recorded in the event log is the existing business processes in the organization/company. Based on 2021 data obtained from PuTI (Information Technology Center) Telkom University, there are 1471 access logs in iGracias related to the semester learning plan process in the Information Systems study program at Telkom University. This research was conducted with the aim of analyzing and improving the RPS business process so as to increase the effectiveness of time and resource utilization in the process. This redesign process uses the Business Process Model and Notation (BPMN) and the Bizagi Application as a simulation tool for both existing business processes and targeted business processes. From the simulation results, the time required for existing business processes is 4345 days 11 hours 55 minutes 47 seconds with a total of 13 activities and resource utilization is 98,06% for the Head of Study Program and 17,23% for the Subject Coordinator. While the targeting business process only resulted in 1215 days 1 hour 50 minutes 34 seconds to complete 12 activities and utilization of resources was 85,66% for the Head of Study Program and 19,89% for the Subject Coordinator. From these results, it was concluded that the use of the Head of Study Program's resources decreased by 12,4%, while the use of the Course Coordinator's resources increased by 2,66%. And the total time needed to complete business processes decreased by 3130 days 10 hours 5 minutes 13 seconds.

Keywords – Telkom University, iGracias, Semester Learning Plan, Process Redesign