

1. Preliminary

Background

The IT Change web application is a website which is planned by the ITGC Compliance Division at Telkom Indonesia Bandung company with the aim of initiating, compiling, and submitting reports as the basis for requests for changes which include additions, replacements, or deletions of objects in the internally and externally. IT Change Web Application requires an improvement for the User Interface Design in accordance with request and requirement from the IT Change web application users.

To validate the IT Change web application User interface design problem and the improvement that will be applied according to user needs, a user interview is conducted to find out the user needs for building the IT Change web application. User interview is a common technique for conducting user research that aims to obtain information from existing and potential users. Interviews were conducted with 2 managers from the ITGC division as participants, and the results stated that they require a design for this website according to the business process and previous design that only has a prototype for the homepage.

To be able to solve problems from the Web Application IT Change will use the UCD (User Centered Design) method to find the user needs [1]. User Centered Design is a method that can be used for developing this website so it can help the user for deploying a document report. User-centered Design method is based on the usability knowledge to find the user needs. The methodology's goal is to gather and address information about the overall user experience, aimed to give the greatest possible user experience, increase the acceptance and effectiveness of interactive systems, reduce errors, support, and training requirements, and deliver the best possible of user experience.

After producing the User interface design, the author will conduct the Usability Evaluation. Usability Evaluation is the process of determining how usable something is. For example, to examine how effective, efficient, and compelling a system is which it may entail a variety of ways. Usability Evaluation will be using questionnaires and interviews, the Usability Evaluation will be carried out using the System Usability Scale (SUS) [2]. This design method will be prioritizing the user in the Web Application IT Change when developing the user interface.

Topics and Scope of Problem

Based on the background that has been created, the following is defined by several problem formulation:

1. How to produce the user interface design for IT Change Web Application using the User Centered Design method?
2. What is the result of the implementation of the SUS method in evaluating the IT Change website?
3. How to improve the usability of IT Change Web Application through the use of User Centered Design?

Research Purpose

Based on the formulation of the problem that has been described, this study aims to:

1. To create a web whose user interface is in accordance with the flow of business processes and previous design.
2. To find out the result of implementation of the SUS method in evaluating the IT Change website.
3. To Implement UI/UX from website change that meets usability elements.