

ABSTRACT

In today's era, information technology plays an important role for every organization, company, or institution to support academic and business processes in daily activities. Telkom University is one of the universities that has used information technology to support academic services to all of its academic community. Dir PuTi, as one of the service providers in the university area, must be able to meet the needs, desires, and expectations of all lecturers, staff, and students. Quality service plays an important role in shaping customer satisfaction. Therefore, this study focuses on estimating the quality of the services provided by the director of PuTi to find out whether the services provided are optimal or not.

This study uses the Gaussian Process Regression (GPR) method to estimate the service quality of the Director of PuTi. While the data needed in this study is ticketing data owned by the Director of Puti Telkom University, such as data on work time, service, sla, and so on.

Keywords: *Estimation, Service Quality, Ticketing, Gaussian process*