ABSTRACT

Keraton Kasepuhan Cirebon is a cultural tourism destination with a long history and rich traditional values. Currently, the management of tourist visits to Keraton Kasepuhan is done manually, leading to various issues such as inefficiency, lack of transparency in information, and suboptimal queue management. This research aims to develop a Family Scheduling Information System with Tourists at the Kasepuhan Cirebon Museum. For Curaweda and the Center of Excellence (CoE) Smart City at the Faculty of Applied Sciences, Telkom University, a web-based ticket booking system is being developed that provides features for ticket booking and scheduling appointments between the family and tourists at Keraton Kasepuhan Cirebon. This system is expected to facilitate administrators in managing tourist visit schedules according to the availability of the royal family, as well as various other internal activities. Using the waterfall method, this system aims to reduce manual errors, increase efficiency and accuracy in schedule management, and provide notifications or alerts related to schedule changes or updates. The implementation of this system is expected to enhance tourist satisfaction through better and more organized travel planning, and help the museum manage resources more effectively.

Keywords: Keraton Kasepuhan Cirebon, scheduling information system, Unified Modelling Language,Usability Testing