ABSTRACT

The development of information technology has significantly impacted various aspects of life, including human resources (HR). Information technology offers convenience and speed in the HR management cycle, known as the Human Resource Cycle. One of the important components in this cycle is assessment, namely an evaluation process that uses certain criteria as a basis for assessment. A web-based assessment tools platform is a tool used to map employee roles in a project based on individual competencies assessed from various sources. However, this platform faces problems with its main business process, namely assessment, which does not run optimally. This negatively impacts the overall functionality of the application, reducing its effectiveness and operational efficiency. Apart from that, there is dummy data in the production level database and a confusing user interface, which causes difficulties in operationalizing the application. These problems emphasize the urgency to carry out software maintenance aimed at repairing and improving the functionality of the web-based assessment tools platform. The efforts made include fixing bugs that interfere with application performance, adjusting the user interface to make it more intuitive, and cleaning the database at the production level to remove irrelevant dummy data. This software maintenance process is carried out using the Collaboration of Software Development Model approach which consists of five phases: communication/requirements, planning, modeling, construction, and deployment. Platform testing is carried out using the Black Box Testing method. The test results show that all test scenarios successfully meet the specified requirements, ensuring that this platform functions well and is ready for optimal use by the organization.

Keywords*: Assessment, Maintenance, Collaboration Model, Black Box Testing.*