I. Introduction

Nowadays, the digital transformation era has been forcing various companies to transform in Indonesia [1]. According to the Indonesia Stock Exchange data, the latest listing data shows that in 2021, there were around 897 listed companies [2]. This digital transformation process also not only provides an opportunity to make changes or a complete overhaul of the existing systems but can make a new system more efficient and effective [3]. As a result, it encouraged some companies to switch to implementing more efficient operational processes in order to become the successful company, for example the PT. Gerbang Sinergi Prima (GSP). The GSP has been established since 2008 and is one of the subsidiaries of the Pension Fund of PT PLN (Persero) which is engaged in Information and Communication Technology (ICT). As a company engaged in the ICT field, GSP also has various construction service projects. The project also requires an appropriate monitoring system to monitor various progress and results on their business information.

Based on the interviews that have been conducted before, the monitoring process at PT. Gerbang Sinergi Prima is carried out with conventional way such as using Microsoft Excel. However, the manual project monitoring processes are often raised problems such as time-consuming, costly, and the manual input process often faced several errors. Therefore, it is important to implement a system that could help the GSP to monitor its projects. A system needed by the GSP can be a business project information monitoring service website. There are various methods and steps used to build a website [4].

The method used in developing this website uses the Software Development Life Cycle (SDLC) framework with an Agile development approach, which is the Scrum method as a methodology for building a website. The Scrum method is a software development method that is complex and can change according to the desires of the users [5]. This method makes a more flexible framework to control and manage software as well as iterative and incremental in the development process [6]. Hence the Scrum method is suitable for use on a large scale that allows continuous change in accordance with stakeholders, so the selection of this method can be used at GSP. Therefore, this research uses a framework from SDLC with an Agile development approach from the Scrum method in the process of developing a business process information monitoring service website.

In addition, the final step in Scrum method is testing using the Blackbox-testing. Black-Box Testing is a test of software that uses test cases from predetermined program requirements and specifications to emphasize the functionality of the software being tested [7]. Different from the previous study, in this study we also analyze deeply the System Usability Scale (SUS) method. SUS is a testing method that involves a user approach to software systems [8]. The reason for choosing the Black-Box testing and SUS methods in this study is because the Black-Box Testing method is designed to check for errors in system functionality and interface. While the selection of testing using the SUS method is to measure the level of satisfaction from users so that the product used is able to fulfill expectations and ease of using the system being tested [9]. As a result, the research of this study is expected to help and support the monitoring of business project services at GSP.