

ABSTRACT

The continued development of technology must be balanced with good quality of information systems. Therefore it's required an evaluation of information systems for organizations and companies which developing technology. UPT SISFO as a unit in charge of making the application of information systems in IT Telkom, requires standard development of information systems applications. Standardization of SPASI Telkom RDC is suggested, which is expected to control the quality of products and evaluate the satisfaction of end user.

The main focus of SPASI Telkom RDC in this reasearch is testing and implementation. Fitness of SPASI Telkom RDC will be seen from how far SISFO IT Telkom implement practices and deliverables that have been documented. It also conducted an evaluation of the quality performance of student registration application i-Gracias through end user satisfaction questionnaire. The method used to evaluate user satisfaction is End User Computing Satisfaction from Doll and Torzadeh, and its implementation is tailored to the variables defined in SPASI.

The result which come from 100 respondents prove that overall end user satisfaction is in quite satisfied. In addition, analysis using Practice and Documentation Implementation Indicator Description give a result that UPT SISFO has been a great fit to implement 92.5% of practices ad quite fit to implement 62.9% of deliverables which is exist on SPASI. After recommendation *improvement* is suggested for program development and UPT SISFO.

Kara kunci : SPASI, *End User Computing Satisfaction, fitness, practices, deliverables.*