

# Perbaikan proses pengujian perangkat lunak berdasarkan maturity level studi kasus Bank XYZ = Software testing process improvement based on maturity level case study in Bank XYZ / Henricus Nova Yudiawan

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## Abstrak

### <b>ABSTRAK</b><br>

Bisnis perbankan tidak bisa terpisahkan dari teknologi informasi untuk mampu bersaing secara kompetitif. Tuntutan nasabah akan kemudahan layanan dan transaksi yang murah mengharuskan kehandalan aplikasi perangkat lunak yang dipergunakan. Kehandalan tersebut tentu didukung dengan kualitas aplikasi yang baik. Kualitas aplikasi perangkat lunak yang baik hanya bisa terwujud jika pengujian atas aplikasi perangkat lunak juga memadai. Penelitian ini berupa assesment atas proses pengujian perangkat lunak sehingga akan diperoleh pemetaan kondisi yang ada terhadap framework Test Process Improvement-Next yang menjadi acuan dalam proses assesment, key area yang masih memiliki kelemahan, prioritas perbaikan dan action plan yang direkomendasikan.

Penulis mengambil kesimpulan bahwa maturity level atas proses pengujian perangkat lunak di tempat studi kasus adalah level Initial. Terdapat beberapa key area dalam proses pengujian perangkat lunak yang membutuhkan perbaikan untuk mencapai maturity level-Controlled antara lain Degree of Involvement, Test Strategy, Reporting, Test Environment, Test Profesionalism dan Test Tools. Perbaikan atas keenam key area tersebut meliputi sembilan checkpoint seperti tersebut dalam Test Maturity Matrix dengan urutan prioritas yang mengikuti metode process driven dalam Test Process Improvement - Next.

Kata Kunci: assesment, action plan, framework, kualitas, key area, Test Process Improvement-Next, , maturity level, pengujian perangkat lunak, Test Maturity Matrix.

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### <b>ABSTRACT</b><br>

Banking business can not be separated from information technology in order to be able to compete competitively. Customers require easy transaction services and low transaction costs so that software application's reliability is a must. Reliability certainly needs support from good quality applications. The quality of a good software application can only be achieved if the testing of application software is also adequate. This work consist of the assessment of software testing process that results in the mapping of existing conditions to Test Process Improvement-Next framework (as the reference in the assessment process), key areas that still have weaknesses, priorities and action plan improvements recommended. The author concludes that the maturity level of the software testing process in this case study is in the initial level. There are several key areas in the process of software testing that need improvement to achieve maturity level-Controlled such as Degree of Involvement, Test Strategy, Reporting, Test Environment, Test Profesionalism and Test Tools. Improvement on these six key area consist of nine checkpoints as mentioned in Test Maturity Matrix with priority follows process driven method of Test Process Improvement-Next.

Key word : assesment, action plan, framework, quality, key area, Test Process Improvement-Next, , maturity level, software testing, Test Maturity Matrix.