ABSTRACT

Title   : *Usability Analysis in PT Pertamina Training And Consulting Bmc Remedy System Using Heuristic Evaluation Method*

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The BMC Remedy system is an important and crucial thing in the operation of business processes because it is a service information system to manage problems and cases, both software and hardware, and can monitor the progress of certain cases and the performance of each worker. BMC Remedy is website-based and can be accessed by employees of the EUS Operations function of PT Pertamina Training and Consulting. In the last 6 months there were 2 technicians and 1 administration who resigned, and were replaced by new workers who had never previously used BMC Remedy. New workers to learn to operate the system are assisted by other workers, if they have difficulty operating it then they have to find out on their own about the system or ask workers who have been operating BMC Remedy for a long time. BMC Remedy has a written display and for a user interface that is not neatly arranged on the problem ticket report display, the text displayed does not have spacing between lines so that BMC Remedy users on the EUS Operations function have difficulty understanding the contents of the problem report. The BMC remedy system has data entry that does not have a maximum number of characters for data input by the user, so that the input data is too much and takes up database memory. For the error message displayed on the word system and the location of the error message is difficult for the user to understand, so the user does not know what the error is. BMC Remedy is used by workers for almost 9 hours a day. It is necessary to evaluate using a method that can assess the usability of the interface design and measure the comfort of the application whether it has met business needs in assessing the advantages of the system using the heuristic evaluation method with a severity rating scale calculation. The method of data collection was done by questionnaires, interviews, and observations sourced from a heuristic checklist consisting of 10 aspects with a total of 100 questions and distributed to 8 evaluators, namely administration and technicians. Then the results of the questionnaire are calculated with a scale of severity ratings. After calculating and finding the results that have been identified, the BMC Remedy feature has

problems in several aspects, namely Aspects H4, H5, H8, H9, and H10. Mockup recommendations using adobe XD tools.

Keywords *: BMC Remedy, Usability, Heuristic Evaluation*