

ABSTRAK

Nama : Ivandy Muchlis Akmal
NIM : 20170803037
Judul Tugas Akhir : PENERAPAN HASIL REQUIREMENT
ENGINEERING MODEL ROLE BASED GOAL
ORIENTED PADA PERANCANGAN SISTEM
INFORMASI PENGELOLAAN LAUNDRY
SEPATU

Teknologi informasi dapat mempermudah pekerjaan baik individu ataupun organisasi seperti mengakses informasi, menjalankan proses bisnis, sehingga dapat mengurangi kesalahan yang dapat berakibat proses bisnis terganggu. Penerapan teknologi ini dilakukan di sebuah usaha yang bergerak dibidang jasa *laundry* sepatu, dimana proses bisnis yang dikembangkan yaitu bagian transaksi, laporan, garansi, dan *member*. Terdapat beberapa permasalahan yang terjadi seperti kesalahan dan keterlambatan pembuatan laporan, perbedaan jumlah uang dan bukti transaksi, belum adanya pengelolaan *member* dan juga kesulitan didalam melakukan keluhan terkait garansi dari pihak pelanggan. Maka dari itu dibuatlah sistem ini dengan tujuan sebagai penyelesaian masalah yang terjadi dan juga menjadikan pelayanan berbasis *web*. Tahapan rekayasa kebutuhan yang digunakan mengidentifikasi kebutuhan sistem ini yaitu menggunakan Model *Role Based Goal Oriented*, Model ini digunakan agar kebutuhan aktor dapat saling mengisi satu sama lain sehingga menjadi suatu kumpulan kebutuhan sistem informasi pengelolaan *laundry*. Selanjutnya hasil rekayasa kebutuhan diterjemahkan kedalam diagram UML untuk desain sistem, guna untuk melihat definisi hasil proses rekayasa kebutuhan, dan selanjutnya dilakukan proses perancangan sistem menggunakan metode *prototyping*. Hasil dari penelitian ini diharapkan dapat membantu pihak Toko Resik sepatu didalam pembuatan laporan dan juga pada pihak pelanggan didalam bertransaksi dengan lebih mudah, klaim mengenai garansi kerusakan dapat teratasi, dan pengelolaan *member* yang ada didalam aplikasi ini diharapkan dapat membuat pihak resik sepatu melakukan promo dengan sangat mudah.

Kata Kunci : *laundry, Role Based Goal Oriented, Web, Prototype*

ABSTRACT

Name : Ivandy Muchlis Akmal
Student Number : 20170803037
Title : DEVELOPMENT OF SHOES LAUNDRY
MANAGEMENT INFORMATION SYSTEM
BASED ON THE RESULTS OF REQUIREMENT
ENGINEERING MODEL ROLE BASED GOAL
ORIENTED

Information technology can facilitate the work of both individuals and organizations such as accessing information, running business processes, so as to reduce errors that can result in disrupted business processes. The application of this technology is carried out in a business engaged in shoe laundry services, where the developed business processes are the transaction, report, warranty, and member sections. There are several problems that occur such as errors and delays in making reports, differences in the amount of money and proof of transactions, the absence of member management and also difficulties in making complaints related to guarantees from the customer. Therefore, this system was created with the aim of solving problems that occur and also making mobile-based services. The requirements engineering stage used to identify the needs of this system is to use the Role Based Goal Oriented Model, this model is used so that the needs of actors can complement each other so that it becomes a collection of laundry management information system requirements. Furthermore, the results of the requirements engineering are translated into UML diagrams for system design, in order to see the definition of the results of the requirements engineering process, and then the system design process is carried out using the prototyping method. The results of this study are expected to help the shoe dress shop in making reports and also on the customer side in transacting more easily, claims regarding the warranty damage can be resolved, and the management of members in this application is expected to make the shoe dress party do a very easily promotion.

Keywords : *laundry, Role Based Goal Oriented, Web, Prototype*