

ABSTRACT

The development of Information Technology (IT) currently has the capability to support the implementation of automation in filing and digitalization through an electronic system. Official Notes are made by authorized officials in the context of carrying out the duties, functions, and responsibilities of official positions addressed to other officials within the internal scope of the unit organization. The official note has an important role in the sustainability of the company. PT Telkom Indonesia has an electronic digital technology management system under the name Electronic Office Note (NDE) System. In terms of quality, this system has never been evaluated using the ISO/IEC 25010:2011 standard, it is necessary to evaluate it using the Quality in Use Dimension with an assessment from the user's point of view. The results show that the quality of the system has a very high value, in terms of the effectiveness characteristics of 89.7%, the freedom from risk characteristics of 84.2 %, and the Context coverage characteristics of 85.9%. With the acquisition of values that have been obtained from users, the author found several features that users still complain about for future improvements. Therefore, the author through this research provides recommendations for the system in the future system.

Keywords: ISO/IEC 25010, Quality In Use, NDE System