ABSTRACT

Universities play a crucial role in developing high-quality human resources. The Faculty of Industrial Engineering at Telkom University has designed the Internship and Community Service Program to prepare students with professional skills and relevant competencies. However, the implementation of internships often faces various issues such as inefficiencies in registration and documentation, as well as delays in progress reporting. To address these issues, the Faculty of Industrial Engineering launched a web-based application called Sijaki at the end of 2023. This research aims to improve and refine the Sijaki application through software maintenance processes. The research employs an iterative incremental method with phases including planning, requirements, analysis and design, implementation, testing, and evaluation, conducted repeatedly according to the prioritized order of feature improvements. The Sijaki application, which has done maintenance implementation, then subjected to functional testing using black box testing techniques and automation tools. The results of the research indicate that the maintenance process successfully ensured that the application functions according to the established scenarios and requirements. Thus, Sijaki can better support the administrative processes of internships and community service, and enhance the quality of services in the academic field.

Keywords: ***software maintenance, iterative incremental, requirements prioritization, testing.***