

## ABSTRAKSI

Teknologi informasi memainkan peran krusial dalam meningkatkan efisiensi dan efektivitas bisnis perusahaan melalui penerapan sistem dan perangkat lunak (software). Software memfasilitasi pengelolaan dan pengolahan data yang cepat dan akurat, mendukung proses bisnis, dan meningkatkan daya saing perusahaan. Pengujian software, yang dilakukan oleh seorang Quality Assurance, menjadi tahap kritis untuk memastikan keberhasilan software terhadap spesifikasi dan kebutuhan pengguna, serta untuk mengurangi risiko masalah teknis atau fungsional. Penelitian ini dilakukan di PT. Walden Global Service (WGS), sebuah perusahaan konsultan IT/Software House. Fokus penelitian adalah penerapan metode blackbox/greybox dan model McCall pada pengujian software, khususnya pada software authentication platform yang dikembangkan untuk PT Fazpass Integrasi Indonesia. Hasil pengujian melibatkan faktor kualitas seperti Correctness, Reliability, Integrity, dan Efficiency. Pengujian performance menggunakan GTMetrix dan JMeter memberikan presentase kesuksesan yang signifikan. Selain itu, pengujian Usability menunjukkan kelengkapan dokumentasi yang memudahkan proses handover antara WGS dan klien. Implementasi model McCall membantu Quality Assurance dalam mengelompokkan kriteria dan kategori Test Case, dengan output berupa presentasi kesuksesan dan kegagalan. Hal ini membantu meminimalisir masalah teknis atau fungsional, serta memberikan rekomendasi spesifik kepada pengguna atau klien mengenai kelayakan dan kebutuhan pengembangan lanjutan berdasarkan hasil pengujian faktor-faktor pada aspek Product Operation dalam model McCall.

### **Kata Kunci :**

Sistem dan Software, Quality Assurance, Blackbox/Greybox Testing, Model McCall, PT. Walden Global Service (WGS), Authentication Platform, GTMetrix dan JMeter, Traceability Matrix, PT Fazpass Integrasi Indonesia, Performance Testing, Usability Testing.

## ABSTRACT

*Information technology plays a crucial role in enhancing business efficiency and effectiveness through the implementation of systems and software. Software facilitates the rapid and accurate management and processing of data, supporting business processes and increasing competitiveness. Software testing, conducted by a Quality Assurance professional, is a critical phase to ensure compliance with specifications and user requirements, as well as to mitigate the risk of technical or functional issues. This research was conducted at PT. Walden Global Service (WGS), an IT/Software House consultancy. The focus of the study was on the application of blackbox/greybox methods and the McCall model in software testing, specifically for an authentication platform developed for PT Fazpass Integrasi Indonesia. The results of the testing involved quality factors such as Correctness, Reliability, Integrity, and Efficiency. Performance testing using GTMetrix and JMeter provided significant success percentages. Additionally, Usability testing showed the completeness of documentation that facilitates the handover process between WGS and the client. The implementation of the McCall model assisted Quality Assurance in categorizing criteria and Test Case categories, with the output being a presentation of success and failure. This helps minimize technical or functional issues and provides specific recommendations to users or clients regarding the feasibility and need for further development based on the testing results of factors in the Product Operation aspect of the McCall model.*

### **Keywords :**

*System and Software, Quality Assurance, Blackbox/Greybox Testing, McCall Model, PT. Walden Global Service (WGS), Authentication Platform, GTMetrix and JMeter, Traceability Matrix, PT Fazpass Integrasi Indonesia, Performance Testing, Usability Testing.*