

ABSTRACT

Technology is a tool used to help individuals and groups in completing a job. Currently, the managed service operation (MSO) section of Telkom Regional III Bandung which has an application called *Reporting Datek Managed Service Operation* (RIDEON), but in the application of RIDEON software, currently there has never been a measurement of software quality, to find out the equality between user needs and the process of running the system, it is necessary to take measurements of RIDEON software. The purpose of this study is to conduct quality testing of RIDEON software using ISO 9126 (*International Organization for Standardization*), as a question template in order to facilitate the measurement of RIDEON software. Where ISO 9126 is used as a benchmark in evaluating RIDEON software. ISO 9126 has 6 factors in carrying out quality, namely, functionality, reliability, usability, efficiency, maintenance and portability. the results of the software quality test use the feasibility test as a calculation scale to show the level of quality of rideon software with the Fungtionality factor with a score of 61% with a conversion scale value of "less", on the Usability factor with a score of 64% with a conversion scale value of "less", on the Efficiency factor with a value of 66% with a conversion scale value of "less", on the Maintainability factor with a value of 60% with a conversion scale value "less", on the Portability factor with a value of 63% with a conversion scale value of "less and 1 factor with a conversion scale in the very less category, namely on the Reliability factor with a percentage value of 59%.

Keywords : *Information Technology, RIDEON, Software Quality, ISO 9126.*