CONFLICT IDENTIFICATION OF NON-FUNCTIONAL REQUIREMENTS BASED ON QUALITY STANDARDS
ISO/IEC 9126: CASE STUDY VOIP SYSTEM

Student name : Eka Mistiko Rini
NRP      : 5109.201.034
Adviser    : DR. Ir. Siti Rochimah, M.T.

ABSTRACT

There is agreement that the NFR is the one critical factor in the success of software development project. Therefore, very important to detect and analyze the conflict NFR in early stage. In the software development process, NFR is rarely treated as an element of “first class” such as functional requirements, in other words NFR approach in general is often neglected. The main causes of conflict is the involvement of multiple stakeholders in determining NFR this causing frequent conflict and contradict. Brief statement of the issues that we asked is how to identify conflict between NFR. The solution that will propose is to identify conflict based international standard ISO/IEC 9126 with matrix map. ISO/IEC 9126 model is expressed more complete and useful so as to reduce confusion in determining the quality aspect.

This research consists of three main processes that is categorization of NFR into ISO 9126, mapping the quality attribute into functional attributes and identifying conflicts. The hypothesis in this research is the approach to identify conflict among NFR using matrix map based on model of quality international standard ISO/IEC 9126 will result in more convenient and the quality aspect is more complete because it can reduce the confusion in determining the quality aspect so this approach is more useful. With this solution is expected will produce a method that certainly can assist stakeholder in developing its software product with no obstructed conflict that could occur in the NFR because the conflict has been identified at an early stage.

Keyword: NFR, conflict identification, quality model ISO/IEC 9126, matrix map, functional attribute, quality attribute.