

STATEMENT OF APPROVAL

This Final Project, titled:

**ANALYSIS AND DESIGN OF ENTERPRISE ARCHITECTURE USING
TOGAF ADM IN ANALYTIC OF CUSTOMER CARE MANAGEMENT
AT TELECOMMUNICATION COMPANY**

Has been approved and adopted for the following final project

Information System Program

Industrial and System Engineering Faculty

Telkom University

Author:

LANUSGANA AMERTA

1106132133

Bandung, 25 August 2017

Approved by,

Preceptor I,



YULI ADAM PRASETYO,
S.T., M.T.
NIP. 10790604-1

Preceptor II,



Dr. BASUKI RAHMAD,
CISA., CISM., CRISC.
NIP. 11760751-3