

ABSTRACT

ENTERPRISE ARCHITECTURE ANALYSIS AND DESIGN USING TOGAF ADM APPROACH IN SERVICE FUNCTION (STUDY CASE : PERUSAHAAN DAERAH AIR MINUM TIRTA RAHARJA KABUPATEN BANDUNG)

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Tirta Raharja Regional Water Company (PDAM) is a regional company providing clean water service which was established in 1926 to meet the needs of the community in three regions, namely Bandung Regency, Cimahi and West Bandung regency. PDAM Tirta Raharja has a basic duty and function as a provider of clean water services for the people of Bandung regency. To be able to distribute clean water service, PDAM Tirta Raharja has business functions, which are planning function, production function, management function and general administration, Information Technology function, service and planning function, public service function, distribution function and research and development fuction.

The function of public service is one of the important functions in PDAM Tirta Raharja. Low service coverage is the main problem of the company one of the caused of this problem is a large coverage region area and a less representative office. To increase the service coverage, integrated information system can be a solution in improving services. In implementing a system, blueprint is needed to used as a guide in building IT in the company. EA (Enterprise Architecture) is a solution that can be used in designing systems within the company by integrating domains such as Business, Applications, Data, and Technology. TOGAF ADM can meet the needs of system development by aligning the four domains that exist in

the company. The design of Enterprise Architecture in this study uses TOGAF ADM framework, limiting only to preliminary phase design, Phase A: Architecture Vision, Phase B: Business Architecture, Phase C: Information System Architecture, Phase D: Technology Architecture , Phase E: Opportunities and Solutions, and Phase F: Migration Planning without considering Phase G: Implementation Governance and Phase F: Architecture Change Management The output of this research is in the form of Enterprise Architecture design and IT Roadmap design as guidance in system implementation on public service function of PDAM Tirta Raharja

Keywords: Service Function, Public Service Function, Enterprise Architecture, TOGAF ADM, PDAM Tirta Raharja