

ABSTRACT

**CUSTOMER GAP ANALYSIS INSTRUMENT DESIGN FOR
RECOMMENDATION OF IMPROVEMENT IN TOGAF ADM**

**(CASE STUDY: IT INFRASTRUCTURE
FUNCTION BANK XYZ)**

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Bank XYZ is a bank that is a BUMN in Indonesia. In achieving Indonesia's best, prominent ASEAN, good management is needed because Bank XYZ has many branch offices and has many needs related to service management in its environment. The IT Infrastructure function is one of the main functions that must always be improved following the business needs and existing IT needs. To see whether the bank's IT infrastructure functions are of good quality and are running well, a questionnaire is distributed to Bank XYZ customers regarding the quality of the XYZ Bank infrastructure. The results of the questionnaire will be the basis for the XYZ Bank's enterprise architecture planning recommendations. Enterprise Architecture is a method that can be used to align business strategy with information technology. In planning an EA, an architectural framework is needed to develop a broad scope of discussion in terms of business, applications, and technology. The framework used in this study is TOGAF using TOGAF ADM. TOGAF is a flexible framework so that it can be used with a variety of other methods. In this research, a mixed method is carried out, namely quantitative and qualitative methods, the data of which will be linked to the matrix. matrix is an instrument made to take measurements. these results will then produce a gap that will be analyzed using TOGAF. By designing instruments that are linked to the TOGAF, it is expected to provide recommendations for solutions to improve the company's capabilities in the IT infrastructure function.

Keywords: Enterprise Architecture, TOGAF, Bank XYZ, Infrastructure