

ABSTRACT

ANALYSIS AND DESIGN OF ENTERPRISE ARCHITECTURE PT. ADIGAS JAYA PRATAMA ON SALES AND SERVICE FUNCTION USING FRAMEWORK TOGAF

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PT. Adigas Jaya Pratama is a company that distributes various products of Pertamina. Inside PT. Adigas Jaya Pratama exists an LPG sales function and service function. However, in the sales function there are still various problems, including the contract making which is based on just promise and the incapability of checking and updating inventory stock through sales application. In the customer service function the problem are the process of handling customer complaints that causes the decrease in the level of satisfaction and loyalty to the services provided by PT. Adigas Jaya Pratama.

To overcome these problems, the solution made must pay attention to the harmony between business aspects and information technology aspects. Therefore, it is necessary to design an enterprise architecture with the TOGAF framework. In TOGAF there is ADM, which is a set of established methods to help develop and manage the life cycle of an enterprise. The stages of ADM that are going to be used in this research include Preliminary Phase, Architecture Vision, Business Architecture, Information Systems Architecture, Technology Architecture, Opportunities and Solutions, and Migration Planning.

In this research an IT Road Map will be produced which evaluates the values and risks in the migration planning phase that can help provide direction or guidance in implementing the target architecture. The IT road map consists of several projects to support the target architecture, namely the infrastructure improvement project that will be carried out at the end of 2019, the Sales application modification project in early 2020, and the JayaService application creation project from the beginning of 2020 to the middle of the year.

Keywords: Design of Enterprise Architecture, TOGAF, Sales, Customer Service.