ABSTRACT

ENTERPRISE ARCHITECTURE BLUEPRINT GUNA MENCAPAI KESELARASAN DARI ORGANISASI DAN TEKNOLOGI INFORMASI DENGAN PENDEKATAN TOGAF DAN ITIL

(STUDI KASUS : AREA FUNGSI JARINGAN, LAYANAN & OPERASIONAL PT BANK PEMBANGUNAN JAWA BARAT DAN BANTEN, BANDUNG)

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Enterprise Architecture is a very important part of technological progress that refers to the more and more complex applications that exist. Enterprise Architecture comes as a solution because it is able to act as an IT-Business Alignment that will be greatly needed by the company, one of them is the Bank of West Java and Banten. This bank upholds the corporate culture including satisfying service, professionalism, integrity, responsibility, trust and intelligence. In an effort to serve the public, Bank BJB has a commitment that is reflected in the company's vision of becoming the 10 largest banks and performing well in Indonesia. In realizing this, there needs to be good management because BJB Bank also has many branch offices and has many needs related to IT management in its environment. At the head office, the functions of the Network, Services & Operations are one of the most important milestones in the company's business continuity because they are directly related to the customer, so this function is one of the main functions that must be repaired following existing business needs and IT needs.

Enterprise Architecture will help maintain the rhythm of harmony between IT and business so that they will work together to achieve company goals. This is very important because neither IT nor business can run separately, because both must go hand in hand in order to maintain the

sustainability of the company's business. To make a difference in developing Enterprise Architecture can use the Framework namely TOGAF and ITIL. TOGAF has a key element called TOGAF ADM which discusses concepts and IT architecture more generally so that other "tools" that can improve TOGAF are needed, namely using ITIL. In terms of improvement, ITIL is very suitable to be combined with TOGAF because the focus of ITIL itself emphasizes the services that will be provided. However, because the focus is also an obstacle when only using ITIL because it is too technical to discuss IT, combining with TOGAF is needed to see in a broader perspective. The results of this research are Enterprise Architecture development using TOGAF ADM with the advantages possessed by ITIL.