

DAFTAR GAMBAR DAN ILUSTRASI

Gambar II-1 Domain TOGAF ADM (The Open Group, 2011)	13
Gambar II-2 Fase TOGAF ADM (The Open Group, 2011)	14
Gambar II-3 Domain 4P ITSM (Iden, 2013)	19
Gambar III-1 Konseptual Model (Hevner, 2004)	28
Gambar III-2 <i>Tahap Inisiasi</i>	29
Gambar III-3 <i>Tahap Identifikasi</i>	30
Gambar III-4 <i>Tahap Analisis dan Perancangan</i>	30
Gambar III-5 <i>Tahap Perancangan Preliminary Phase</i>	31
Gambar III-6 <i>Tahap Perancangan Architecture Vision Phase</i>	32
Gambar III-7 <i>Tahap Perancangan Business Architecture Phase</i>	33
Gambar III-8 <i>Tahap Perancangan Data Architecture Phase</i>	34
Gambar III-9 <i>Tahap Perancangan Application Architecture Phase</i>	35
Gambar III-10 <i>Tahap Perancangan Technology Architecture</i>	36
Gambar III-11 <i>Tahap Perancangan Opportunities and Solution</i>	37
Gambar III-12 <i>Tahap Perancangan Migration Planning Phase</i>	37
Gambar III-13 <i>Tahap Kesimpulan dan Saran</i>	38
Gambar IV-1 <i>Logo Perusahaan</i>	41
Gambar IV-2 <i>Struktur Organisasi Kantor Pusat</i>	43
Gambar IV-3 <i>Struktur Organisasi Direktorat TI dan Digital</i>	45
Gambar IV-4 <i>Value Chain Diagram Perusahaan</i>	48
Gambar IV-5 <i>Rencana Strategis Perusahaan 2019-2023</i>	49
Gambar IV-6 <i>ITSM Implementation Status</i>	58
Gambar V-1 <i>Struktur Governance</i>	61
Gambar V-2 <i>Matrix Power/Interest (The Open Group, 2011)</i>	76
Gambar V-3 <i>Value Chain Diagram</i>	83
Gambar V-4 <i>Solution Concept Diagram</i>	85
Gambar V-5 <i>Business Footprint Diagram</i>	101
Gambar V-6 <i>Functional Decomposition Diagram</i>	102
Gambar V-7 <i>Product Lifecycle Diagram</i>	103
Gambar V-8 <i>Process Flow Diagram Eksisting Availability Management</i>	104
Gambar V-9 <i>Proses Eksisting IT Service Continuity Management</i>	105
Gambar V-10 <i>Process Flow Diagram Targetting Service Catalog Management</i>	107
Gambar V-11 <i>Process Flow Diagram Targetting Service Level Management</i> .	108
Gambar V-12 <i>Process Flow Diagram Targetting Availability Management</i>	110
Gambar V-13 <i>Process Flow Diagram Targetting Capacity Management</i>	111
Gambar V-14 <i>Process Flow Diagram Targetting IT Service Continuity Management</i>	114
Gambar V-15 <i>Conceptual Data Diagram Aplikasi Jira Service Desk</i>	122
Gambar V-16 <i>Conceptual Data Diagram Aplikasi OpManager</i>	123
Gambar V-17 <i>Conceptual Data Diagram Aplikasi Jira Project Management System</i>	124
Gambar V-18 <i>Logical Data Diagram Aplikasi Jira Service Desk</i>	125
Gambar V-19 <i>Logical Data Diagram Aplikasi OpManager</i>	126

Gambar V-20 <i>Logical Data Diagram</i> Aplikasi Jira Project Management System	127
Gambar V-21 Data Dissemination Diagram	128
Gambar V-22 Application Communication Diagram	139
Gambar V-23 Application Use Case Diagram <i>OpManager</i>	140
Gambar V-24 Application Use Case Diagram <i>Jira Service Desk</i>	141
Gambar V-25 Application Use Case Diagram <i>Jira Project Management System</i>	142
Gambar V-26 Environment and Locations Diagram	155
Gambar V-27 Platform Decomposition Diagram	156
Gambar V-28 Project Context Diagram <i>Jira Service Desk</i>	166
Gambar V-29 Project Context Diagram <i>OpManager</i>	167
Gambar V-30 Project Context Diagram <i>Jira Project Management System</i>	168
Gambar V-31 Benefit Diagram	169
Gambar V-32 Business Value Assessment	173