

DAFTAR PUSTAKA

- Pereira, C.M., Sousa, P. (2005) : *Enterprise Architecture : Business IT Allignment*, ACM Symposium on Applied Computing.
- Andriole, S.J., (2015). *The Need for New Business-Technology Relationship*. IEEE. 15. 1520-9202.
- TOGAF. (2019). 1. Introduction. Diambil kembali dari TOGAF: <http://pubs.opengroup.org/architecture/togaf9-doc/arch/>. Diakses pada 16 Oktober 2019
- TOGAF. (2019). 2. Core Concepts. Diambil kembali dari TOGAF: <http://pubs.opengroup.org/architecture/togaf9-doc/arch/>. Diakses pada 16 Oktober 2019
- TOGAF. (2019). 5. Introduction. Diambil kembali dari TOGAF: <http://pubs.opengroup.org/architecture/togaf9-doc/arch/chap05.html>. Diakses pada 16 Oktober 2019
- TOGAF. (2019). *Introduction to Part II*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. Diakses pada 16 Oktober 2019.
- Pemerintah Indonesia, 2018, Peraturan Menteri Badan Usaha Milik Negara Republik Indonesia Nomor PER-03/MBU/02/2018 Tentang Perubahan atas peraturan Menteri Badan Usaha Milik Negara Nomor PER-02/MBU/2013 Tentang Panduan Penyusunan Teknologi Informasi Badan usaha Milik Negara. Salinan Peraturan Menteri Badan Usaha Milik Negara Republik Indonesia. Jakarta.
- Yamamoto, S., Olayan, N.I, Morisaki, S. (2018). *Another Look at Enterprise Architecture Framework*. *Journal of Business Theory of Practice*. 6. 2.
- Proença, D., Borbinha, J. (2017). *Enterprise Architecture : A Maturiry Model Based on TOGAF ADM*. IEEE 19th Conference on Business Informatics.
- Essien, J., Oussena, S. (2018). *Goal Oriented Model Driven EA Validation Approach : A Case Study of Student Internship Programme*. <https://www.researchgate.net/publication/326380771>.

- Kotusev, S. (2017). Enterprise architecture: what did we study? *International Journal of Cooperative Information Systems*, 26(4), 1–84.
- Zachman. J.A., (1987). *A Framework of Information Systems Architecture*. *IBM Systems Journal Vol. 26*. 3.
- Setiawan. E.B., (2009). Pemilihan EA Framework. Seminar Nasional Aplikasi Teknologi Informasi 2009. 1907-5022.
- Zachman. J.A., (2008). *About Zachman Framework*. <https://www.zachman.com/about-the-zachman-framework>. Diakses Pada 2 Desember 2019.
- CIO. (2013). *Federal Enterprise Architecture Framework Version 2*. *Federal Government of the United States*, 434. <https://doi.org/10.1016/j.cose.2011.10.007>.
- Bittler, R. S., & Kreizman, G. (2005). *Gartner Enterprise Architecture Process: Evolution 2005*. *Gartner Enterprise Architecture Process*, (October), 12. Retrieved from <https://www.gartner.com/doc/486246/gartner-enterprise-architecture-process-evolution>
- Kale, V. (2014). *Implementing SAP CRM*. In *Implementing SAP CRM*. <https://doi.org/10.1201/b17808>
- 99, Guru. (2019). *Business Transaction Processing in CRM*. *Tutorials SAP CRM*. <https://www.guru99.com/overview-of-sap-crm.html>. Diakses Pada 9 Desember 2019.
- Jacqueline. (2019). Apa itu SAP NetWeaver?. Moonson Academy. <http://www.monsoonacademy.com/article/2998/Apa-itu-SAP-NetWeaver-.html>. Diakses Pada 9 Desember 2019.
- Zachman International®, Inc. (2019). *The Concise Definition of The Zachman Framework by: John A. Zachman*. Diambil kembali dari Zachman International Enterprise Architecture: <https://www.zachman.com/about-the-zachman-framework>. Diakses Pada 9 Desember 2019.
- Van Der Merwe, A., Gerber, A., & Van Der Linde, J. (2013). *The Impact of managerial Enterprise Architecture decisions on software development employees*. *Proceedings of the 1st International Conference on Enterprise Systems, ES 2013*. <https://doi.org/10.1109/ES.2013.6690093>.

- Lange, M., & Mendling, J. (2011). *An experts' perspective on enterprise architecture goals, framework adoption and benefit assessment. Proceedings - IEEE International Enterprise Distributed Object Computing Workshop, EDOC*, 304–313. <https://doi.org/10.1109/EDOCW.2011.41>.
- Essien, J., & Oussena, S. (2018). *Goal Oriented Model Driven EA Validation Approach A Case Study of Student Internship Programme*. <https://doi.org/10.13140/RG.2.2.34469.40169>.
- Zouggar, N., Vallespir, B., & Chen, D. (2008). *Semantic enrichment of enterprise models by ontologies-based semantic annotations. Proceedings - IEEE International Enterprise Distributed Object Computing Workshop, EDOC*, (May 2014), 216–223. <https://doi.org/10.1109/EDOCW.2008.54>.
- Pergl, R., Lock, R., Babkin, E., & Molhanec, M. (2017). *Organizational Modeling*. 159–173. <https://doi.org/10.1007/978-3-319-68185-6>.
- Putro, E., Meyliana, Hidayanto, A. N., & Prabowo, H. (2018). *The alignment factors of business-IT on enterprise architecture : A systematic literature review. Proceedings of 2017 International Conference on Information Management and Technology, ICIMTech 2017, 2018-January(November 2017)*, 215–219. <https://doi.org/10.1109/ICIMTech.2017.8273540>.
- Van Der Merwe, A., Gerber, A., & Van Der Linde, J. (2013). *The Impact of managerial Enterprise Architecture decisions on software development employees. Proceedings of the 1st International Conference on Enterprise Systems, ES 2013*. <https://doi.org/10.1109/ES.2013.6690093>.
- Esmail Zadeh, M., Millar, G., & Lewis, E. (2012). *Mapping the Enterprise Architecture principles in TOGAF to the cybernetic concepts - An exploratory study. Proceedings of the Annual Hawaii International Conference on System Sciences*, 4270–4276. <https://doi.org/10.1109/HICSS.2012.422>.
- TOGAF. (2019). *Preliminary Phase*. 5. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>.
Diakses pada 16 Desember 2019.
- TOGAF. (2019). *Phase A : Architecture Vision*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 6.
Diakses Pada 16 Desember 2019.

- TOGAF. (2019). *Phase B : Business Architecture*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 7. Diakses Pada 16 Desember 2019.
- TOGAF. (2019). *Phase C : Information Systems Architecture – Data Architecture*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 9. Diakses Pada 16 Desember 2019.
- TOGAF. (2019). *Phase C : Information Systems Architecture – Application Architecture*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 10. Diakses Pada 16 Desember 2019.
- TOGAF. (2019). *Phase D : Technology Architecture*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 11. Diakses Pada 16 Desember 2019.
- TOGAF. (2019). *Phase E : Opportunities and Solutions*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 12. Diakses Pada 16 Desember 2019.
- TOGAF. (2019). *Phase F : Migration Planning*. <https://pubs.opengroup.org/architecture/togaf9-doc/arch/index.html>. 13. Diakses Pada 16 Desember 2019.
- Salsabila, D., Prasetyo, Y. A., & Mulyana, R. (2016). *Analysis and Design Enterprise Architecture Using the Open Group Architecture Framework (Togaf) Adm in Project Divisions* PT. INTI. 3(2), 3498–3504.
- Abriyanto, A., Prasetyo, Y. A., Fajrillah, A. A. N. (2018). Perancangan Enterprise Architecture Fungsi Marketing Dan Promotion Pt Smithindo Mitra Mandiri Menggunakan TOGAF ADM. *e-Proceeding of Engineering*. 5(1), 1418–1425.
- Menchaca, A., & Lebrun, C. (2014). *Practical Application of Enterprise Architecture, Study Case of Sme Metalmechanic in Mexico*. *European Scientific Journal*. 1233–241.
- SAP Brains Online. *Outline Agreements in SAP CRM*. (n.d.). Retrieved March 27, 2020, from <https://sapbrainsonline.com/crm-tutorial/outline-agreements-sap-crm.html>.

Guru99. *SAP CRM Module: Overview, Architecture*. (n.d.). Retrieved March 27, 2020, from <https://www.guru99.com/overview-of-sap-crm.html>

Tutorialspoint. *SAP CRM - Outline Agreements* - Tutorialspoint. (n.d.). Retrieved March 27, 2020, from https://www.tutorialspoint.com/sap_crm/sap_crm_outline_agreements.html

SAP. *Entry of ERP Sales Documents in SAP CRM*. (n.d.). Retrieved March 27, 2020, from https://help.sap.com/saphelp_crmhana/helpdata/en/47/463fc2b61c1a41e1000000a1553f7/frameset.htm

INKINDO. (2019). *Pedoman Standar Minimal Tahun Biaya Langsung Personil dan Biaya Langsung Non Personil untuk Kegiatan Usaha Jasa Konsultansi 2020*. 15 – 34.

SelectHub (n.d.). *CRM SOFTWARE PRICE AND COST GUIDE* SelectHub. www.selecthub.com

Trasmundi, M. (2017). *IIH Marketing Strategy 2017*. SMstudy®, a brand of VMEdU®, Inc.

Wartika & Supriana, I. (2013). *Analisis Perbandingan Komponen dan karakteristik Enterprise Architecture*. Konferensi Nasional Sistem dan Informatika.