ABSTRACT

Business development in today's digital era is inseparable from the role of Information Technology. Information technology has the power to develop industries and transform how businesses are run. Related to the utilization of technology in business development, SMEs in Indonesia are considered necessary to align between business processes that are already running and that will run. Shared Service is a platform that becomes a liaison between SMEs and parties who need SME services, the idea is to utilize the assets owned to make a profit by sharing services, as well as to bring together demand and supply that is still difficult to connect. This is supported by Presidential Regulation No.74 of 2017 which states that the government needs to encourage the acceleration and development of national electronic-based trading systems (e-commerce), start-ups, business development, and logistics acceleration by establishing an integrated National Electronic-Based Trading System (Road Map E-Commerce) Roadmap. To help align technology in Shared Service, enterprise architecture design is required. The design of System Design, in this research uses waterfall method

Keywords: Shared Service, System Design, SMEs.