ABSTRACT

The rapid development of technology and information has a positive impact on the implementation of operations within the organization by aligning business strategies with information technology. Similarly, the government of Indonesia takes advantage of the development of technology and information by implementing the SPBE, namely the Electronic-Based Government System, to improve public services and provide convenience for the public and the internal government bureaucracy in delivering information. SPBE has been regulated by Presidential Regulation No. 95 of 2018, which is a reference for central and local governments in implementing SPBE. The Regional Government of Kuningan Regency has implemented SPBE to support the vision, mission, and programs that have been set previously. Based on the results of the SPBE evaluation by the KemenPAN-RB, Kuningan Regency is in the sufficient category with an index value of 2.6. This is what makes the implementation of SPBE in Kuningan Regency not optimal in terms of SPBE services. Based on this, this research aims to optimize SPBE services that are oriented towards existing and non-existing business processes and applications so that they become the target of this research. So, a method is needed for optimizing SPBE services using Enterprise Architecture assisted by the TOGAF ADM framework and SPBE architecture. The phases used in TOGAF ADM include the Preliminary Phase and Architecture Vision, which are further supported by the SPBE architecture, especially in the service domain. The solution provided by the author is in the form of a blueprint design for a service architecture model that can optimize the internal services of the bureaucracy and the public through the information systems and technology used.

Keyword —Service Domain, Enterprise Architecture, Kuningan Regency Government, SPBE