ABSTRACT

An electronic-Based Government System is one of the concepts of utilizing information technology used in government to organize and improve public services. The implementation of the Electronic-Based Government System aims to be able to create an information network for public services, improve the national economy, build relationships, and establish a management system that is effective, efficient, transparent, and accountable for improving the quality of public services. One of the SPBE developments has been carried out by the West Java Provincial Government to support the efficiency and effectiveness of public services and government administration. The Regional Civil Service Agency (BKD) of West Java Province is responsible for carrying out government affairs in fields that play an essential role in improving SPBE services by optimizing regional staffing services. This study aims to improve the effectiveness and efficiency of administrative services by designing Enterprise Architecture (EA) at the West Java BKD using the TOGAF ADM 9.2 framework as best practice, the Presidential Regulation on Electronic Governance System Architecture, and PermenPAN RB No. 19 2018 as a reference in architectural domain design. The EA design in this research will focus on the domains of business processes, services, data and information, and applications. The final result of this research is in the form of an EA blueprint at the West Java Provincial BKD, which can be used as a solution in developing information systems, data integration, and improving business processes in organizations to improve the quality of regional staffing services at West Java BKD.

Keywords— Electronic-Based Government System, Enterprise Architecture (EA), Regional Civil Service Agency, TOGAF ADM 9.2