# ABSTRACT

In an era of ever-evolving business, companies are required to adapt to the changes that occur. Flexibility and adaptation are the keys to success in facing increasingly competitive industry competition. Therefore, many companies carry out digital transformation to support companies to face future challenges. The company's ability to adapt to changing times has the potential to bring benefits, especially in carrying out the company's business activities. One approach that can be taken to optimally utilize Information Technology (IT) is through the application of Enterprise Architecture (EA).

Enterprise Architecture (EA) is a framework consisting of a number of artifacts. By implementing EA, companies can gain benefits in the form of decision making, planning, and the selection and development of standard operating procedures. The Enterprise Architecture framework known as The Open Group Architecture Framework (TOGAF) ADM, is a solution to overcome problems in EA development. TOGAF integrates architectural principles that ensure the artifact development process is aligned with the company's mission.

This research was conducted at the Operations Division in the SCD Subunit of PT XYZ, where one of the Key Performance Indicators (KPI) had not been achieved, namely Time to Repair Network Maintenance. Through the EA approach, this study aims to analyze and identify the factors that influence the failure to achieve these KPIs, as well as provide appropriate solutions to the problems being faced.

By integrating EA, companies can plan for transformation and change in a more structured manner and companies can optimize performance, efficiency and resources.