

ABSTRACT

The Hermina Hospital faces challenges in improving service quality and achieving the necessary accreditation to maintain high-quality standards. However, managing complex resources, information, and processes requires a structured and holistic approach to address these issues. This research employs an Enterprise Architecture (EA) approach by adopting the TOGAF ADM 9.2 Framework. The ADM stages are utilized to analyze, design, and implement changes in the information technology infrastructure and business processes at Hermina Hospital. Additionally, qualitative and quantitative data are collected through interviews, surveys, and document analysis to support effective EA design. The research results encompass a comprehensive enterprise architecture design for Hermina Hospital, including process mapping, identification of information technology needs, and recommendations for improvements. The implementation of this EA plan has yielded significant enhancements in operational efficiency, transparency, and information accuracy, ultimately contributing to improved service quality and the achievement of desired accreditations. This study demonstrates that the Enterprise Architecture design approach using the TOGAF ADM 9.2 Framework is an effective solution for addressing complex issues in the field of quality and hospital accreditation. The Enterprise Architecture design using the TOGAF ADM 9.2 Framework has resulted in the development project of the AKKURA application as a solution derived from the architecture engagement created in the Quality & Accreditation Field. This project prioritizes quality indicator modules and SKM & BSC modules as its targets.

Keywords: Enterprise Architecture, Quality & Accreditation, Hospital, TOGAF ADM 9.2