

ABSTRACT

In the era of rapid technological advancement, it is crucial for companies to optimize their information systems to support performance and success. Companies need to undertake comprehensive and integrated information system planning to prevent disjointed systems within an enterprise that could potentially hinder the company from obtaining necessary information. Enterprise Architecture (EA) emerges as a holistic approach to design and integrate systems within a company with the aim of providing a roadmap to achieve the desired state from the current situation. EA not only focuses on Information Technology (IT) strategy but also integrates IT strategy with the company's vision and mission. This is aimed at optimizing opportunities and managing change initiatives that can generate added value. In its design, EA requires a framework to align business with the technology that will be developed. The TOGAF-ADM framework has been recognized as a useful method to present a structured and comprehensive approach to developing EA. ADM guides EA practitioners through a series of well-defined stages, from planning to implementation. In this context, this study aims to design an EA that can improve services in the Billing Collection function at XYZ Company. By optimizing workflows, reducing data duplication, and enhancing billing visibility, it is expected that the EA can result in a more efficient and accurate billing collection process. Consequently, the company can achieve better adaptability, security, and sustainability in the face of dynamic business changes.

Keywords – Information System, Enterprise Architecture (EA), TOGAF ADM, Billing Collection, Finance & Risk Division