

## **ABSTRACT**

*The development of information systems and information technology is very important because it affects acceleration and efficiency in all fields, thus helping to achieve business goals. But in practice, not all companies, including PT. XYZ, are able to implement and develop appropriate information system technology to meet their needs and find solutions to their problems. PT XYZ is a company that provides information and communication technology (ICT) services and telecommunications networks in Indonesia. PT XYZ has several divisions and departments including the Service Operations Division. The Service Operations Division has several obstacles related to the development of information technology, especially in the field of operational and infrastructure services, such as: less than optimal business process automation, incomplete and integrated network and infrastructure resource mapping, weak technician resources, and non-integrated disruption report relationships.*

*Therefore, an enterprise architecture (EA) solution is needed to balance business and technology needs. Enterprise Architecture (EA) is designed using the TOGAF ADM 10 method. The EA design starts with the Preliminary Phase to the Opportunities & Solution phase. The result of this research is an enterprise architecture design document and IT Roadmap that is useful for solving the problems faced and becomes a guide for proposed improvements that support the implementation and development of information technology systems that are suitable for the needs of the Service Operations Division.*

**Keyword: Enterprise Architecture, Information Technology, Service Operations Division, TOGAF**