

## DAFTAR TABEL

Tabel II-1 Tujuan spesifik perusahaan membangun EA.....	11
Tabel II-2 Kriteria pemilihan framework EA.....	13
Tabel II-3 Perbandingan framework EA.....	13
Tabel II-4 Artefak pada setiap fase TOGAF ADM .....	21
Tabel II-5 Alasan pemilihan framework .....	34
Tabel II-6 Posisi penelitian terhadap penelitian terdahulu.....	36
Table IV- 1 Sumber Data .....	45
Table IV- 2 Permasalahan Eksisting Perusahaan.....	55
Table IV- 3 Matriks Pengukuran Implementasi Proses ITSM.....	56
Table IV- 4 Kondisi Eksisting Proses ITSM .....	58
Table IV- 5 Kondisi Eksisting Aplikasi .....	62
Table IV- 6 RKAP TI.....	63
Table V- 1 Organizational Impacted.....	64
Table V- 2 Enterprise Architecture Team.....	66
Table V- 3 RACI Enterprise Architecture Team .....	67
Table V- 4 Batasan Perancangan EA .....	67
Table V- 5 Principle Catalog.....	70
Table V- 6 Stakeholder Map Matrix .....	79
Table V- 7 Driver/Goals/Objective Catalog .....	83
Table V- 8 Business Requirement Catalog .....	90
Table V- 9 Organization/Actor Catalog .....	91
Table V- 10 Role Catalog .....	93
Table V- 11 ITIL Role Responsibilities.....	98
Table V- 12 Business Service/Function Catalog .....	99
Table V- 13 Business Interaction Matrix .....	100
Table V- 14 Service transition sub-process interface .....	108
Table V- 15 Actor/Role Matrix.....	110
Table V- 16 GAP Analisis .....	128
Table V- 17 Menunjukkan hasil Business Gap Analysis dari PT Pegadaian .....	130