

DAFTAR GAMBAR

Gambar I-1 Pertumbuhan Perusahaan <i>Internet Service Provider</i> di Indonesia	1
Gambar II-1 <i>Microservice Architecture Diagram</i>	10
Gambar II-2 TOGAF ADM	16
Gambar III-1 <i>Design Science Research Method</i>	22
Gambar III-2 Sistematika Penyelesaian Masalah	25
Gambar IV-1 Struktur Organisasi Perusahaan Telekomunikasi	37
Gambar IV-2 Struktur Organisasi Divisi <i>Customer Care Management</i>	38
Gambar IV-3 <i>Baseline Concept Diagram</i>	43
Gambar IV-4 <i>Matrix Mendelow Stakeholder Map Matrix</i>	48
Gambar IV-5 <i>Value Chain Diagram</i> Perusahaan Telekomunikasi.....	52
Gambar IV-6 <i>Solution Concept Diagram</i>	53
Gambar IV-7 <i>Goal/Objective/Requirement Diagram</i>	59
Gambar IV-8 <i>Business Footprint Diagram</i>	61
Gambar IV-9 <i>Functional Decomposition Diagram</i>	63
Gambar IV-10 <i>Existing Process Flow Diagram</i> Penanganan Keluhan <i>First Case Resolution</i>	69
Gambar IV-11 <i>Existing Process Flow Diagram</i> Identifikasi Keluhan	70
Gambar IV-12 <i>Existing Process Flow Diagram</i> Identifikasi Solusi Keluhan	71
Gambar IV-13 <i>Targeting Process Flow</i> Penanganan Keluhan <i>First Case Resolution</i>	73
Gambar IV-14 <i>Targeting Process Flow Diagram</i> Identifikasi Solusi dan Keluhan	74
Gambar IV-15 <i>Existing Process Flow</i> Penanganan Keluhan Teknis.....	76
Gambar IV-16 <i>Existing Process Flow Diagram</i>	77
Gambar IV-17 <i>Existing Process Flow Diagram</i>	78
Gambar IV-18 <i>Targeting Process Flow Diagram</i>	80
Gambar IV-19 <i>Targeting Process Flow Diagram</i>	81
Gambar IV-20 <i>Existing Process Flow Diagram</i> Penanganan Keluhan Non-Teknis	83
Gambar IV-21 <i>Existing Process Flow Diagram</i> Identifikasi.....	84
Gambar IV-22 <i>Existing Process Flow Diagram</i>	85

Gambar IV-23 <i>Targeting Process Flow Diagram</i>	87
Gambar IV-24 <i>Conceptual Data Diagram</i>	102
Gambar IV-25 <i>Logical Data Diagram</i>	103
Gambar IV-26 <i>Data Dissemination Diagram</i>	105
Gambar IV-27 <i>Application Communication Diagram</i>	128
Gambar IV-28 <i>Application Usage View Penanganan Keluhan FCR</i>	129
Gambar IV-29 <i>Application Usage View Proses Penanganan Keluhan Teknis</i> .	130
Gambar IV-30 <i>Application Usage View Penanganan Keluhan Non-Teknis</i>	132
Gambar IV-31 <i>Environment and Location Diagram</i>	144
Gambar IV-32 <i>Platform Decomposition Diagram</i>	145
Gambar V-1 <i>Form Evaluasi EABM Organizational Alignment</i>	155
Gambar V-2 <i>Form Evaluasi EABM Information Availability</i>	156