

DAFTAR TABEL

Tabel I-1 <i>Key Performance Indicator Average Waiting Time CTP</i>	3
Tabel I-2 Hasil Wawancara.....	3
Tabel II-1 Penelitian Terdahulu	17
Tabel II-2 Peringkat <i>Enterprise Architecture Framework</i>	19
Tabel II-3 Perbandingan Komponen <i>Enterprise Architecture Framework</i>	20
Tabel III-1 Pengumpulan Data Penelitian.....	27
Tabel III-2 Pengolahan Data	29
Tabel IV-1 Aplikasi Eksisting di Perusahaan Telekomunikasi.....	40
Tabel IV-2 Permasalahan Eksisting Perusahaan Telekomunikasi	44
Tabel IV-3 <i>Principle Catalog</i>	45
Tabel IV-4 <i>Stakeholder Map Matrix</i>	49
Tabel IV-5 <i>Goal Catalog</i>	55
Tabel IV-6 <i>Requirement Catalog</i>	57
Tabel IV-7 <i>Goal/Objective/Requirement Catalog</i>	59
Tabel IV-8 <i>Business Interaction Matrix</i>	62
Tabel IV-9 <i>Business Service/Function Catalog</i>	64
Tabel IV-10 <i>Organization/Role Catalog</i>	66
Tabel IV-11 <i>Actor/Role Matrix</i>	67
Tabel IV-12 <i>Activity Process Existing Penanganan Keluhan First Case Resolution</i>	69
Tabel IV-13 <i>Existing Activity Process Identifikasi Keluhan</i>	70
Tabel IV-14 <i>Existing Activity Process Identifikasi Solusi Keluhan</i>	72
Tabel IV-15 <i>Targeting Activity Process Penanganan Keluhan FCR</i>	73
Tabel IV-16 <i>Targeting Activity Process Identifikasi Solusi dan Keluhan</i>	74
Tabel IV-17 <i>Existing Activity Process Penanganan Keluhan Teknis</i>	76
Tabel IV-18 <i>Existing Activity Process Identifikasi Keluhan Teknis</i>	77
Tabel IV-19 <i>Existing Activity Process Identifikasi Solusi Keluhan Teknis</i>	79
Tabel IV-20 <i>Targeting Process Flow Diagram Penanganan Keluhan Teknis</i> ...	80
Tabel IV-21 <i>Targeting Activity Process Identifikasi Solusi dan Keluhan</i>	81
Tabel IV-22 <i>Existing Activity Process Penanganan Keluhan Non-Teknis</i>	83
Tabel IV-23 <i>Existing Activity Process Identifikasi Keluhan Non-Teknis</i>	84

Tabel IV-24 <i>Existing Activity Process Identifikasi</i>	86
Tabel IV-25 <i>Targeting Activity Process</i>	87
Tabel IV-26 <i>NPF GAP Analysis Business Architecture</i>	89
Tabel IV-27 <i>RIA GAP Analysis Business Architecture</i>	90
Tabel IV-28 <i>Data Architecture Requirement</i>	92
Tabel IV-29 <i>Data Entity/Data Component Catalog</i>	93
Tabel IV-30 <i>Data Entity / Business Function Matrix</i>	97
Tabel IV-31 <i>Application/Data Matrix</i>	99
Tabel IV-32 <i>NPF GAP Analysis Data Architecture</i>	106
Tabel IV-33 <i>RIA Analysis Data Architecture</i>	108
Tabel IV-34 <i>Application Architecture Requirement</i>	119
Tabel IV-35 <i>Application Portfolio Catalog</i>	120
Tabel IV-36 <i>Application Interface Catalog</i>	121
Tabel IV-37 <i>Application/Organization Matrix</i>	123
Tabel IV-38 <i>Role/Application Matrix</i>	124
Tabel IV-39 <i>Application/Function Matrix</i>	124
Tabel IV-40 <i>Application/Interaction Matrix</i>	125
Tabel IV-41 <i>NPF GAP Analysis Application Architecture</i>	133
Tabel IV-42 <i>RIA GAP Analysis Application Architecture</i>	134
Tabel IV-43 <i>Technology Architecture Requirement</i>	136
Tabel IV-44 <i>Technology Standards Catalog</i>	136
Tabel IV-45 <i>Technology Portfolio Catalog</i>	138
Tabel IV-46 <i>Application/Technology Matrix</i>	142
Tabel IV-47 <i>GAP Analysis Technology Architecture</i>	146
Tabel IV-48 <i>RIA Analysis Technology Architecture</i>	148
Tabel IV-49 <i>Project Catalog</i>	151
Tabel IV-50 <i>Architecture Roadmap</i>	153
Tabel V-1 Hasil Evaluasi Melalui EABM	157