ABSTRACT

PT Industri Telekomunikasi Indonesia (INTI) *must follow the development of existing technology for the process of activities in the company so as to increase customer satisfaction. The Solution Engineering Management function is a function that exists at* PT INTI *which focuses on finding solutions for customers on the products provided. In carrying out activities to develop solutions for customers, the Solution Engineering Management Function does not have a process for managing and documenting the developed solutions, besides that there is no customer satisfaction check, there is no data storage area, and there is no information system and technology that can help. activities so that data exchange is less efficient. In the absence of good documentation, data management, and data storage, solutions can be developed more than once and cause the existing process to be less efficient. Therefore, a strategy is needed to overcome the existing problems, namely by implementing an enterprise architecture. The enterprise architecture developed in the Solution Engineering Management Function uses* TOGAF ADM *in the preliminary phase, architecture vision, business architecture, architecture information system, opportunities and solutions, and migration planning. So that an overview of the business architecture, data, applications, and existing technology is generated and becomes the target and solution for the problems that exist in the Solution Engineering Management Function, which is a system that can help exchange and store data that can help activities become more optimal. In addition, an* IT *Roadmap is produced that can assist in the implementation of projects that have been designed so that existing problems can be resolved.*

Key Words: *Enterprise Architecture,* TOGAF ADM, *Solution Engineering Management Function.*