

ABSTRACT

PT. Perusahaan Listrik Negara (Persero) is a company engaged in the service of electricity flow across Indonesia. For the technical implementation of the operational flow of electricity in each province there was made an office called the Office of Distribution, including West Java Province. For jetting operations electricity in West Java province was given to West Java Distribution Office (PLN DJB), which has millions of customers spread all over West Java. To serve millions of customers, PLN DJB has a special unit that is tasked to serve the whole issue subscription which includes marketing, service complaints, administration, socialization and other subscription services.

To be able to continue to provide the best service to customers, the Commercial Sector and CS should align business strategy that has been applied to the development of technology. To do this there is a solution Enterprise Architecture (EA). EA solution has an assortment of framework (framework) that can be used as a reference for the development. Of the various frameworks that exist TOGAF ADM into a framework that is good for the scheme because it has nine phase consists of preliminary phase, architecture vision, business architecture, information systems architecture, technology architecture, opportunities and solutions, migration planning, implementation, governance, and architecture change management, Of course, the design can accommodate the needs of Enterprise Architecture at Field of Commerce and Customer Service PLN DJB. In this design is limited to the phase that generates opportunity and solution development roadmap.

Design of enterprise architecture frameworks such as TOGAF ADM has an output range of artifacts from business architecture, data, applications and technologies that can be used as component development of technologies that support the company's business. For the development stages described by information technology development roadmap that describes steps undertaken development of a phase that has been done. By designing Enterprise Architecture is expected to field the Commercial and Customer Service PLN DJB can work with the best customer service.

Keyword: Electricity Company, *Enterprise Architecture*, TOGAF ADM