ABSTRACT

Pos Indonesia is an Indonesia state-owned enterprise focusing in delivery service area. The form of Pos Indonesia enterprise is an incorporated company and usually called PT. Pos Indonesia. PT. Pos Indonesia has 3 core business namely mail and package services, financial services, and logistics services. The largest revenue-generating services of PT. Pos Indonesia is financial services, one of which is named pospay financial services. To improve customer service, PT. Pos Indonesia develop pospay system that is a main support business process pospay service. Before developing pospay, PT. Pos Indonesia should plan an enterprise architecture as reference to the development for satisfy all its business requirements. Enterprise Architecture is organizing data which is used and produced by organization covering its business processes. Framework used as reference for enterprise architecture planning in this research is TOGAF ADM, focusing in architecture vision, business architecture and information system architecture phase.

Keywords : enterprise architecture, TOGAF ADM, pospay, architecture vision, business architecture, information system architecture.