

ABSTRACT

ANALYSIS AND DESIGN OF ENTERPRISE ARCHITECTURE IN DIRECTORATE OF METROLOGY ON CUSTOMER CARE AND CONTROLLING FUNCTION USING TOGAF ADM FRAMEWORK

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The Directorate of Metrology is the second echelon level service under the Ministry of Trade. The Directorate of Metrology has a duty in field of legal metrology. In carrying out its duties, the Directorate of Metrology runs various business processes in both the main and the key business processes. The main business processes that are carried out are related to the planning process to the evaluation related to the services provided to the society. The complexity of business processes that run into the reasons for the need of information technology as a support system. But the existing information technology has not been used optimally. This is because the application is made stand-alone so that the application has not been able to meet all the needs of the data needed in running the business process. In addition, the development of information technology has not been maximized because there is currently no guidance in developing information technology. A method that can develop an information technology development guideline that is appropriate to the business needs of the Directorate of Metrology. Enterprise architecture is appropriate for use in the development of information technology development guides. This is because enterprise achitecture is a method used to align business strategy with information technology strategy. In the process of drafting the enterprise architecture, frameworks are required as guidelines. TOGAF ADM is chosen as a framework for the guidelines of enterprise architecture design because it has characteristics that match the problem on the Directorate of Metrology. The formation of enterprise architecture is based on applicable law rules, vision and mission, and strategic plan made by ministry of trade. The design is done on customer care and controlling business function of Directorate of Metrology. The design of enterprise architecture is done on business architecture, data architecture, application architecture, and technology architecture. The resulting design of the company architecture of the Directorate of Metrology for the function of customer care and controlling that can be used as a guide in the development of information technology to meet the needs of the Directorate of Metrology and IT roadmap as a reference in the implementation of enterprise architecture design.

Keywords: *Directorate of Metrology, Enterprise Architecture, TOGAF ADM, Customer Care, Controlling*