

ABSTRACT

Dinas Penanaman Modal dan Perizinan Terpadu (DPMPTSP) Kabupaten Bandung is one of governmental organization, it is formed to serve public effectively through licensing or investment to construct public business and provide the requirement of licensing for other governmental organization. Since it is the governmental organization, they have to serve public maximally by using information technology to supporting their core process to gain a faster service and make a continuous improvement toward their services. This study was conducted using business architecture of enterprise architecture frameworks to determine the improvement towards their business service. The study generates business service improvement, namely business service target that leads to generates new business process and as a foundation for data architecture of DPMPTSP website's improvement.

This study begins by identifying current business architecture, impacted organization and business requirement gained from true customer needs and business needs request from authority, then make the new business architecture. The study resulting the improvement and additional of new business process based on business requirement that indicates to helps DPMPTSP to serve public better and also shows the functional decomposition diagram as foundation for data architecture to complete the enterprise architecture process. The study shows 10 points should be exist on DPMPTSP on licensing activity, it contains four points should be improved for existing activity and six point for new activity.

Keywords: *Business Architecture, TOGAF ADM Framework, Business Process*