

## ABSTRACT

PT. Herona Express is a company delivery service between cities and provinces in Java and Bali island via train or truck that since 1996. The operational function is one of the main functions of the PT. Herona Express, functioning in running the company's main business which is delivery of goods to make a profit also meet customers demand that continues to increase, maintain customers satisfaction and minimize mistakes. Thus, in development requires a planning of business strategic and IT in the form of Enterprise Architecture for the development of operational functions of Herona Express.

TOGAF ADM is one of framework used to design of a company's, on TOGAF ADM has five main sections to describe the business planning supported by information technology which stage the Preliminary Phase, Architecture Vision, Business Architecture, Information System Architecture, and Technology Architecture, as well as Opportunities and Solution.

This research will produce a picture artifacts of an overview of business models, data, applications, and technology targets have been proposed throughout this phase to begin Preliminary Phase Opportunities and Solution. The results of the design on the operational functions are expected to be input for PT. Herona Express to be implemented as supporting the achievement of company objectives.

Keywords: Operational, *Enterprise architecture*, TOGAF ADM