ABSTRACT

CUSTOMER GAP ANALYSIS INSTRUMENT DESIGN FOR IMPLEMENTATION RECOMMENDATION IN TOGAF ADM

(Study Case: IT Applications Development Function in Customer's Application Service Bank XYZ)

By

GITA DESTRIANTI

1202150237

Bank XYZ is a bank that belongs to the Indonesian government. Based on the government regulation number 7 of 1992, the bank function is to raise or save funds from the public. Bank applications such as internet banking and mobile banking make it easier for people to use the services provided by the bank. With the existence of the applications, people don't need to go to the bank physically. To see if the application already has a good quality, questionnaires were carried out to the customers of Bank XYZ. The results of the questionnaires will be used as the foundation in developing and planning an enterprise architecture of Bank XYZ. The document that will be made are architecture requirements specification, architecture development phase, and architecture development roadmap. In this research, we'll use the mixed method of quantitative and qualitative. There will be an instrument that contains a satisfaction matrix that acts as a bridge between the quantitative data and the qualitative data. The enterprise architecture analysis will be done with The open group Archietcture Framework (TOGAF). The method is TOGAF Architecture Development Method(ADM) starting from the preliminary phase, architecture vision, business architecture, information system architecture, technology architecture, and opportunities and solution. The matrix is used for problem identification in the customer's perspective. By implementing this satisfaction matrix, we hope that this research can prove that TOGAF is is flexible and can be tailored with other methods. The application of TOGAF ADM is expected to be useful in helping the company to improve their capability in the IT applications and development function.

Key Words: *Application*, *Bank*, **Bank XYZ**, *Enterprise architecture*, *Questionnaires*, *Planning*, **TOGAF ADM, IT** *Roadmap*