

DAFTAR ISI

| | |
|--|-----|
| LEMBAR PENGESAHAN | i |
| LEMBAR PERNYATAAN ORISINALITAS | ii |
| ABSTRAK | iii |
| ABSTRACT | iv |
| KATA PENGANTAR | v |
| DAFTAR ISI..... | vi |
| DAFTAR TABEL..... | x |
| DAFTAR GAMBAR | xii |
| DAFTAR ISTILAH | xiv |
| BAB I..... | 1 |
| I.1 Latar Belakang..... | 1 |
| I.2 Rumusan Masalah..... | 6 |
| I.3 Tujuan Penelitian | 6 |
| I.4 Manfaat Penelitian | 7 |
| I.5 Batasan Penelitian..... | 7 |
| BAB II..... | 8 |
| II.1 Enterprise architecture..... | 8 |
| II.2 Enterprise Architecture Framework | 9 |
| II.2.1 The Open Group Architecture Framework(TOGAF) | 9 |
| II.2.2 Perbandingan Framework Enterprise Architecture..... | 11 |
| II.3 TOGAF Architecture Development Method(ADM)..... | 12 |
| II.4 Industri Perbankan..... | 14 |
| II.4.1 Kegiatan Bank..... | 15 |
| II.5 Aplikasi Perbankan..... | 16 |
| II.5.1 <i>E-banking</i> | 16 |
| II.6 Teori Kualitas Aplikasi..... | 17 |
| II.7 Segmenting, <i>Targeting</i> , dan Positioning | 18 |
| II.7.1 Segmenting atau Segmentasi Pasar | 18 |
| II.7.2 <i>Targeting</i> atau Penentuan Segmen Pasar | 18 |
| II.7.3 Positioning atau Penempatan Produk..... | 19 |
| II.8 Mixed Method | 19 |
| II.9 E-servqual..... | 19 |

| | |
|---|----|
| II. 10 Variabel Survei mengenai Kualitas Aplikasi | 26 |
| II.10.1 Definisi Konsep dan Definisi Operasional Variabel..... | 27 |
| II.11 Analisis SWOT..... | 29 |
| II.12 Enterprise Architecture Assessment Framework | 30 |
| II.13 Capability Maturity Model Integration(CMMI)..... | 31 |
| BAB III | 33 |
| III.1 Model Konseptual | 33 |
| III.2 Sistematika Penelitian | 35 |
| III.2.1 Tahap Identifikasi Masalah..... | 36 |
| III.2.2 Tahap Perancangan Instrumen..... | 37 |
| III.2.3 Tahap Uji Coba..... | 37 |
| III.2.4 Tahap Kesimpulan | 39 |
| BAB IV | 40 |
| IV.1 Perancangan Instrumen..... | 40 |
| IV.1.1 Survei..... | 42 |
| IV.1.2 Matrix Satisfaction | 43 |
| IV.2 Komponen Instrumen..... | 43 |
| IV.2.1 Survei..... | 43 |
| IV.2.2 Matrix Satisfaction | 55 |
| IV.3 Gambaran Umum Objek Penelitian..... | 56 |
| IV.3.1 Sejarah PT. Bank XYZ(Persero) Tbk..... | 56 |
| IV.3.2 Visi dan Misi Perusahaan | 58 |
| IV.3.3 Struktur Organisasi Perusahaan..... | 58 |
| IV.3.4 Rencana Strategis | 59 |
| IV.3.5 Historical Event | 60 |
| IV.3.6 Gambaran Kondisi TI Perusahaan..... | 60 |
| IV.3.7 Aplikasi Bank XYZ..... | 61 |
| IV.3.8 Gambaran Kondisi Permasalahan Pada Fungsi IT <i>Applications Development</i> | 63 |
| BAB V..... | 66 |
| V.1 Pembahasan Instrumen..... | 66 |
| V.1.1 Karakteristik Responden..... | 66 |
| V.1.2 Hasil Penelitian | 68 |

| | |
|---|-----|
| V.1.3 Analisis SWOT | 94 |
| V.1.4 Matrix Satisfaction..... | 95 |
| V.2 Architecture Vision | 107 |
| V.12.1 Stakeholder Map Matrix | 107 |
| V.2.2 Value Chain Diagram | 119 |
| V.2.3 Solution Concept Diagram..... | 120 |
| V.2.4 <i>Business Scenario</i> | 121 |
| V.2.5 Identifikasi Goal..... | 124 |
| V.2.6 Requirement Catalog | 130 |
| V.3 Business Architecture..... | 133 |
| V.3.1 Business Architecture Requirements | 133 |
| V.3.2 Business Footprint Diagram | 133 |
| V.3.3 Goal/Objective/Requirement/Catalog..... | 134 |
| V.3.4 Business Interaction Matrix | 136 |
| V.3.5 Functional Decomposition Diagram | 137 |
| V.3.6 Business Service/Function Catalog..... | 138 |
| V.3.7 Organization/Actor Catalog | 139 |
| V.3.8 Role Catalog..... | 139 |
| V.3.9 Actor/Role Matrix | 141 |
| V.3.10 Process Flow Diagram | 141 |
| V.3.11 Gap Analysis Business Architecture..... | 151 |
| V.4 Information System Architecture | 152 |
| V.4.1 Data Architecture | 152 |
| V.4.2 Application Architecture..... | 165 |
| V.5 Technology Architecture..... | 179 |
| V.5.1 Technology Architecture Requirement..... | 179 |
| V.5.2 Technology Standard Catalog..... | 180 |
| V.5.3 Technology Portofolio Catalog..... | 181 |
| V.5.4 Application/Technology Matrix..... | 185 |
| V.5.5 Platform Decomposition Diagram | 185 |
| V.5.6 Environment and Location Diagram..... | 186 |
| V.5.7 <i>GAP Analysis Technology Architecture</i> | 186 |
| V.6 Opportunities and Solution..... | 187 |

| | |
|---|-----|
| V.6.1 Implementation Factor Assessment and Deduction..... | 188 |
| V.6.2 Consolidate Gaps, Solutions, and Dependencies..... | 191 |
| V.6.3 Project Context Diagram..... | 200 |
| V.6.4 Benefit Diagram..... | 202 |
| BAB VI | 203 |
| VI.1 Kesimpulan | 203 |
| VI.2 Saran | 203 |
| Daftar Pustaka | 205 |