ABSTRACT

ENTERPRISE ARCHITECTURE BLUEPRINT: INTEGRATION USING TOGAF ADM AND ITIL APPROACH TO ACHIEVE ALIGNMENT BETWEEN ORGANIZATION AND INFORMASTION TECHNOLOGY PERPECTIVES
(STUDY CASE : FUNCTION AREA OF IT OPERATION IN PT BANK PEMBANGUNAN JAWA BARAT DAN BANTEN, BANDUNG)

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PT Bank Pembangunan Daerah Jawa Barat dan Banten is a Regional Owned Enterprise in Banking. The relation between IT and business strategies that it supports can provide profits to the company, especially in function area of operations, which is the core of the business process in the banking sector. The linkages between IT and business strategies can not be separated from alignment. Companies that succeed in aligning IT and business strategies are able to increase company revenues significantly because they added value to company.

The function area of IT operations is one of the core function areas, which is important at Bank BJB. Companies engaged in financial services such as banking must be able to implement information system governance properly and wisely. Based on the strategic plan, there are several processes at Bank BJB that have not met their targets, both in terms of business, data, applications, and technology. This certainly becomes the company's problem in IT governance and management, automation, information security, and technology infrastructure. In this case, IT planning in the area of function can be used as a solution to be able to be implemented so that the performance in the area of the function can be maximized. To support this solution, Enterprise Architecture is a subject that aligns business and IT.

This research produced a blueprint design using the TOGAF framework that was used systematically to identify the existing of the company and the design of the desired IT architecture. This design is limited to the design of Preliminary Phase, Architecture Vision, Business Architecture, Architecture Information Systems, Technology Architecture, Opportunities and Solutions, and Migration Planning. In addition, to support the alignment between IT strategy and business strategy, ITIL's best practice is needed as a foundation for the company's operational services. The application of this best practice limited by phase Service Strategy and Service Design. The output of this research is expected to be used as a guide in aligning IT with business strategies in the function area of operations.