

ABSTRACT

ENTERPRISE ARCHITECTURE USING TOGAF ADM 9.1: STRATEGY FOR ENHANCING INFORMATION SECURITY MANAGEMENT SYSTEMS AT SERVICE INDUSTRY (CASE STUDY: PT POS INDONESIA (PERSERO))

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Pos Indonesia is a limited liability company (PT), a state-owned enterprise (BUMN) engaged in shipping services. PT. Pos Indonesia (Persero) has thousands of branches spread throughout Indonesia. In its service in Indonesia, PT. Pos Indonesia (Persero) continues to develop its services every year. To be able to service its shipping services, PT. Pos Indonesia (Persero) has business functions, namely letter and package functions, financial services functions, retail and network functions, logistics integration functions, HR (Human Resources) and general functions, financial functions, and technological functions. The function of more technology, especially in the technology service operation sub-function becomes an important focus in improving security in accordance with the problems that exist in PT. Pos Indonesia (Persero).

Technology requires the development of security and good data management to prevent threats from various sides. In handling problems or incidents at PT. Pos Indonesia (Persero) is still relatively late because ticketing is still in the form of a manual form. Handling and incidents that occur can still not be resolved or investigated in a timely manner so that the company has difficulty in finding the best alternative solutions. In addition, there is no system to handle the handling of problems or incidents at PT. Pos Indonesia (Persero). For this reason, the solution to improve the services available at PT. Pos Indonesia (Persero) needs to apply an appropriate system to improve security in the company. There needs to be a design that can be used as a guide for building an Information System (IT) in the company. Enterprise architecture has an important role in realizing harmony between IS / IT

and business needs. The design of enterprise architecture is expected to maximize the role of business, information, and technology in accordance with existing problems in the organization so that they can achieve the goals of the organization. The solution to using enterprise architecture in designing proposed systems by integrating domains such as business domains, information systems (applications and data) and technology. By using the TOGAF ADM framework from the preliminary phase to the information architecture phase and control of information security management standards in this study, it can fulfill system development needs by aligning business domains to applications and data, namely design of the phase preliminary phase, Phase A: Architecture Vision, Phase B: Business Architecture and Phase C: Information System Architecture (Data Architecture & Application Architecture) as a guide in implementing systems to improve security at PT. Pos Indonesia (Persero).

Keywords: Enterprise Architecture, Information Security, Information Security Management, TOGAF ADM