

ABSTRACT

Nowadays, the development of Information Technology (IT) has considerable importance for companies or institutions in carrying out business processes, including in the banking industry which has now increased the use of information technology. Bank XYZ is one of the companies engaged in the banking industry. In achieving the best in Indonesia, ASEAN needs information technology that can support the business of Bank XYZ. Corporate Architecture is a method that can be used to align business strategy with information technology. Data and information is one important element, the data and information provided by XYZ Bank must be of good quality and can be easily obtained by customers. This study uses a mixed method, namely by qualitative and quantitative methods. For the smooth running of this research, observation and distribution of questionnaires will be conducted on the XYZ customer bank with the status of a student, which aims to gather information about satisfaction delivered in the services provided containing data and information. This questionnaire uses Servqual samples consisting of tangibles (A), reliability (C), empathy (D), responsiveness (E), guarantee (F), and earnings satisfaction (B). The sample in this study was an experiment of 75 respondents. The results of the questionnaire will be tested to provide valid, reliable and normally distributed results. After that it is made into a matrix, a matrix is an instrument that is made to take measurements. this result will later produce a gap that will be done using TOGAF. By designing an instrument that is approved with the TOGAF, it is expected to provide recommendations for solutions in improving the company's capabilities in the IT Operation function. This research resulted in the design of a gap matrix of Satisfaction and Planning of Enterprise Architecture with TOGAF ADM consisting of blueprints and interrelated gap analysis that can be used on the implementation tools

Keyword: Enterprise Architecture, Mixed Method, Servqual, Matrix, TOGAF, IT Operation