

ABSTRACT

ENTERPRISE ARCHITECTURE DESIGN TO INFORMATION TECHNOLOGY SERVICE MANAGEMENT IN PT PEGADAIAN

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The dynamics of the need for digital technology in the financial services industry began to be felt due to the inclusion of disruptive innovators, such as fintech. This is also being felt by PT Pegadaian. Companies are required to immediately carry out business transformation in the digital direction so that they can survive amid increasingly fierce financial industry competition. In conducting business transformation, it is necessary to pay attention to company principles including Good Corporate Governance (GCG) and IT governance so that it can provide optimal results and succeed in bringing PT Pegadaian into a digital financial services company.

In this study the architectural design methodology was used using the TOGAF 9.1 ADM framework in the IT Service management process that refers to ITILV3. In this study limited to the design of EA using TOGAF 9.1 ADM. In the planning phase (preliminary), Phase A: Architecture Vision, Phase B: Business Architecture, Phase C: Information System Architecture (Data Architectur and Application Architecture), Phase D: Technology Architecture, Phase E: Opportunities and Solutions, and Phase F: Migration Planning. In designing this architecture also uses ITILV3 Service Operation stage.

This research will produce a solution in the form of a baseline architecture design and targeting at the core layer (business, data, application, technology) using TOGAF 9.1 ADM as a framework for IT service management processes that refer to ITILV3. This research will also produce an IT roadmap that illustrates the targeting architecture at the designed core layer. The IT roadmap design can be used as a guide for PT Pegadaian in architectural design to carry out transformation in response to the dynamics of business and organization while maintaining commitment to the principles of GCG and IT governance optimally.

Keywords: disruptive innovation, fintech, GCG, enterprise architecture, TOGAF ADM, ITILV3, road map