

DAFTAR ISI

LEMBAR PENGESAHAN	i
LEMBAR PERNYATAAN ORISINALITAS	ii
ABSTRAK.....	iii
<i>ABSTRACT</i>	iv
KATA PENGANTAR	v
DAFTAR ISI.....	vi
DAFTAR GAMBAR.....	ix
DAFTAR TABEL.....	xii
DAFTAR SINGKATAN	xiv
Bab I Pendahuluan	1
I.1 Latar Belakang.....	1
I.2 Rumusan Masalah.....	6
I.3 Tujuan Penelitian	6
I.4 Batasan Masalah	6
I.5 Manfaat Penelitian	7
I.6 Sistematika Penulisan	7
Bab II Landasan Teori	9
II.1 <i>Enterprise Architecture</i>	9
II.2 <i>Enterprise Architecture Framework</i>	10
II.3 <i>The Open Group Architecture Framework (TOGAF)</i>	12
II.4 <i>Business Process Modeling Notation (BPMN)</i>	19
II.4.1 <i>Flow Object</i>	19
II.4.2 <i>Connector Object</i>	21
II.4.3 <i>Swimlanes</i>	21
II.4.4 <i>Artefak</i>	22
II.5 <i>Tata Kelola TI</i>	22
II.6 <i>Information Technology Service Management (ITSM)</i>	23
II.7 <i>Information Technology Infrastructure Library (ITIL)</i>	24
II.7.1 <i>Service Strategy</i>	25
II.7.2 <i>Service Design</i>	26
II.7.3 <i>Service Transition</i>	27
II.7.4 <i>Service Operation</i>	27
II.7.5 <i>Continual Service Improvement</i>	28

II.8	Alasan Pemilihan <i>Framework</i>	29
II.9	Posisi Penelitian.....	31
Bab III	Metode Penelitian.....	33
III.1	Konseptual Model	33
III.2	Sistematika Penelitian	35
III.2.1	Tahap Inisiasi.....	35
III.2.2	Tahap Identifikasi	35
III.2.3	Tahap Analisis dan Perancangan	36
III.2.4	Tahap Kesimpulan dan Saran	43
Bab IV	Persiapan dan Identifikasi	44
IV.1	Tahap Persiapan	44
IV.2	Tahap Identifikasi	46
IV.2.1	Gambaran Perusahaan.....	46
IV.2.2	Struktur Organisasi	47
IV.2.3	Visi dan Misi Perusahaan	50
IV.2.4	<i>Coorporate Value</i>	50
IV.2.5	<i>Value Chain Diagram</i> Perusahaan.....	51
IV.2.6	Rencana Strategis Perusahaan	52
IV.2.7	Permasalahan <i>Eksisting</i> Perusahaan	53
IV.2.8	Kondisi <i>Eksisting</i> Proses ITSM.....	55
IV.2.9	Kondisi <i>Eksisting</i> Aplikasi pada Proses ITSM.....	60
IV.2.10	Rencana Kerja dan Anggaran Perusahaan	61
Bab V	Analisis dan Perancangan.....	62
V.1	<i>Preliminary Phase</i>	62
V.1.1	<i>Steps</i>	62
V.1.2	<i>Outputs</i>	66
V.2	<i>Phase A: Architecture Vision</i>	72
V.2.1	<i>Steps</i>	72
V.2.2	<i>Outputs</i>	74
V.3	<i>Phase B: Business Architecture</i>	83
V.3.1	<i>Steps</i>	83
V.3.2	<i>Outputs</i>	85
V.4	<i>Phase C: Information System Architecture – Data Architecture</i>	113
V.4.1	<i>Steps</i>	113
V.4.2	<i>Outputs</i>	114

V.5	<i>Phase C: Information System Architecture – Application Architecture</i>	130
V.5.1	<i>Steps</i>	130
V.5.2	<i>Outputs</i>	131
V.6	<i>Phase D: Technology Architecture</i>	142
V.6.1	<i>Steps</i>	142
V.6.2	<i>Outputs</i>	143
V.7	<i>Phase E: Opportunities and Solutions</i>	154
V.7.1	<i>Steps</i>	154
V.7.2	<i>Outputs</i>	156
V.8	<i>Phase F: Migration Planning</i>	172
V.8.1	<i>Steps</i>	173
V.8.2	<i>Outputs</i>	174
Bab VI	<i>Kesimpulan dan Saran</i>	181
VI.1	<i>Kesimpulan</i>	181
VI.2	<i>Saran</i>	182
	DAFTAR PUSTAKA	183
	LAMPIRAN.....	185