

ABSTRACT

As time passes and technology advances, information and communication technology (ICT) will continue to evolve in order to improve the quality of human life. The advancement of ICT allows the government to carry out development updates and improvements to the government system by implementing an Electronic-Based Government System (SPBE) or E-Government. According to the results of the most recent SPBE evaluation, West Java Province received an SPBE index value of 3.12 as well as its index predicate in 2019, indicating that further optimization is required to achieve better results. According to Presidential Regulation No. 95 of 2018 on Electronic-Based Government Systems, there are seven types of electronic-based public services that will support the implementation of public services in both central and local government agencies. One of these public services is focused on the social sector. The Social Service is one of the regional apparatuses in West Java Province that is part of the social sector, with the main task of developing and implementing operational policies in the social welfare sector. A strong infrastructure is required to deal with change, flexibility, and simplicity in order to maximize the achievement of both the vision and mission of the West Java Provincial Government Social Service. This research generates a blueprint document or blueprint for Enterprise Architecture design that can assist government programs in developing SPBE master plans that include business processes, electronic data and information, services, infrastructure, applications, and security in order to achieve the goals of the SPBE.

Keyword: Social Services, Enterprise Architecture, EA, E-Government, TOGAF ADM