ABSTRACT

The use of information technology in the electronic-based government system (SPBE) has become the main focus in efforts to improve the quality of public services in Indonesia. One of the government agencies that plays an important role in revenue control and evaluation is the Regional Revenue Agency (Bapenda). Bapenda of West Java Province is one of the agencies that plays a role in managing regional revenue and providing services to the public. This study aims to design an enterprise architecture in the Revenue Control and Evaluation Division of the Regional Revenue Agency of West Java Province using TOGAF. This research is conducted as an effort to improve the quality of public services through the utilization of information technology in the Electronic-Based Government System (SPBE). Currently, the evaluation of SPBE in West Java Province shows a "Good" predicate, but still needs to be improved. The research method used is a qualitative method by conducting interviews and evaluations of stakeholders.

The data collected includes guidelines for regulations used in designing the SPBE architecture, information about the Regional Revenue Agency of West Java Province, and analysis of existing business processes and data. The results of this study indicate that there are several changes that need to be made in the business processes of the Revenue Control and Evaluation Division of Bapenda of West Java Province, as well as the importance of developing service architecture, data and information architecture, and applications. Therefore, this research aims to produce an enterprise architecture blueprint and IT Roadmap that can improve the value of SPBE in West Java Province.

*Keywords - **Revenue Control and Evaluation Division, Bapenda, TOGAF, Enterprise Architecture, Electronic-Based Government System.***