

ABSTRACT

BUSINESS ARCHITECTURAL DESIGN IN SUPPORTING INFORMATION TECHNOLOGY SERVICES AT PT PEGADAIAN (DOMAIN SERVICE TRANSITION)

By:

**HANIF YOGA ADIWANTO
1202160325**

In the digital era today, companies must adapt to changes in the business and technology environment to survive and grow. PT Pegadaian is no exception. Although pawnbroking has a long history, business players must consider digital transformation to maintain their position in the market and improve business efficiency. Business transformation requires companies to adapt to technological and market developments in order to compete and meet customer needs. In implementing business transformation, companies must consider principles such as Good Corporate Governance (GCG) and Information Technology Governance (ITG) to ensure that information technology is used effectively and efficiently to support business goals.

In helping companies to implement business transformation, Enterprise Architecture (EA) using methodologies such as TOGAF ADM and IT service management using ITIL 4 can provide good support. The combination of TOGAF ADM and ITIL 4 helps companies ensure that their business transformation is supported by GCG and ITG principles, thus ensuring that information technology is used effectively and efficiently to support the company's business goals. It also opens up opportunities to research Enterprise Architecture (EA) by creating EA using TOGAF ADM and focusing on improving the IT service area using ITIL 4 as a reference or target, thus helping companies to implement business transformation effectively and efficiently.

This research uses the architecture design methodology using the TOGAF 9.2 ADM framework in the IT service management process that refers to ITIL 4. In this research, it is limited only to designing EA using TOGAF 9.2 ADM. In the planning phase (preliminary), Phase A: Architecture Vision, Phase B: Business Architecture,. In this architecture design, ITIL 4 is also used.

This research will result in solutions in the form of a baseline architecture design and targeting the core layer (business, data, application, technology) using TOGAF 9.2 ADM as a framework in the IT service management process that refers to ITIL 4. In this research, it will also produce an IT roadmap that depicts the targeted architecture in the core layer that has been designed. The IT roadmap design can be used as a guide for PT Pegadaian in designing the architecture to implement business transformation towards digital financials as a response to business and organizational dynamics while maintaining commitment to GCG and ITG principles optimally.

Keywords: Good Corporate Governance, Information Technology Governance, Enterprise Architecture, TOGAF 9.2, TOGAF ADM, ITIL 4