

ABSTRACT

In the current era, the utilization of Information Systems/Information Technology (IS/IT) plays a crucial role in the advancement and development of business enterprises, including those in the expedition sector. PT Telaga Baru Transindo (Teba Express) is an expedition company established in 2012. At present, Teba Express is experiencing several significant issues in its operational processes. These challenges arise due to the absence of well-structured business processes related to scheduling and route management. Additionally, there are still operational activities conducted manually without integrated data entities. Manual activities such as record-keeping and the inspection process of incoming and outgoing packages, which are still performed manually, also lead to prolonged operational processes and difficulties in monitoring and tracking packages. The process of printing and marking waybill numbers that must be attached to each package further exacerbates the inefficiency. Given these circumstances, there is a need for alignment between the business operations department and technology architecture. This research employs a qualitative case study method by conducting direct observations and interviews in the field. The study utilizes The Open Group Architecture Framework (TOGAF) Architecture Development Method (ADM) 9.2, focusing on five phases: Preliminary Phase, Architecture Vision, Business Architecture, Information Systems Architectures, and Technology Architecture, which results in the technological infrastructure. Based on this explanation, this research proposes a topic focusing on aligning the business operations department with the technology architecture at Teba Express, with the output being an IT blueprint that can serve as a reference for the company in implementing IT. Based on the results and discussions conducted, it can be concluded that the alignment of the business operations department with the technology architecture achieves comprehensive alignment and can serve as a guideline in the form of an IT blueprint for PT Telaga Baru Transindo.

Keywords — IT Blueprint, Alignment, Expedition Sector, Information Technology and Information Systems (IS/IT), TOGAF ADM 9.2