ABSTRACT

In the era of advanced technology and digitalization, companies continue to innovate to develop their services. The rapid development of digitalization brings challenges and opportunities for Telkom as the largest telecommunications company in Indonesia. This research aims to design enterprise architecture in the Managed Service Operation (MSO) unit of Telkom Regional 7 using the TOGAF 9.2 framework. Enterprise architecture can help design and manage technology infrastructure in an integrated manner, enabling companies to achieve operational efficiency. The TOGAF 9.2 method is used as a framework that helps organize and provide guidance in carrying out the Enterprise Architecture design process. In designing enterprise architecture using TOGAF 9.2 consists of several phases that are used as architectural design guidelines in this study, namely, preliminary phase, architecture vision, business architecture, information system architecture, technology architecture, and opportunities and solutions. Enterprise architecture design using TOGAF 9.2 is expected to help the Company to provide business solutions in accordance with design targets, improve operational efficiency, and optimize the use of information technology in Telkom Regional 7.

Keywords: technology, Enterprise Architecture, **TOGAF 9.2,** *Managed Service Operation* **(MSO)**