

ABSTRACT

In this era of digitalization, companies must be able to continuously grow and innovate to face increasing competition and the need for innovations that facilitate management—both internally and externally. In this digital age, organizations are expected to adapt to the latest technologies or to develop their own internal systems. This study focuses on the implementation of technology and information systems designed by PDAM Kota Makassar, particularly in the field of operational technology solutions. One of the divisions within PDAM Kota Makassar is the Equipment Unit, which currently faces challenges related to monitoring, reporting, and inventory management. These issues highlight the need for modernization to improve the unit's operational efficiency. Addressing these challenges requires an appropriate strategy for utilizing information technology. One potential approach is the use of Enterprise Architecture (EA) to support the company's information systems so they can fully meet both business and operational needs. This study applies TOGAF ADM Version 9.2, covering the Preliminary, Architecture Vision, Business Architecture, Information System Architecture, Technology Architecture, and Opportunities and Solutions phases. The implementation of EA within the Equipment Unit of PDAM Kota Makassar is expected to assist and support the effective functioning of both business and operational processes. The final result of this research is a blueprint that illustrates both the current (existing) condition and the targeted design of the enterprise architecture for the Equipment Unit.

Keywords : Enterprise Architecture, Framework, TOGAF ADM