

DAFTAR GAMBAR

Gambar II. 1 Komponen TOGAF (JODAYN, 2016)	30
Gambar II. 2 Zachman Framework	31
Gambar II. 3 FEAF Framework (The Open Group, 2001)	32
Gambar II. 4 Gartner Methodology (Gartner, 2016).....	33
Gambar II. 5 TOGAF ADM lifecycle.....	35
Gambar III. 1 Model Konseptual	38
Gambar III. 2 Sistematika Penelitian	39
Gambar IV. 1 Logo PDAM Tirta Raharja	49
Gambar IV. 2 Struktur Organisasi	50
Gambar V. 1 Value Chain Diagram	69
Gambar V. 2 Solution Concept Diagram	70
Gambar V. 3 Goal Diagram	71
Gambar V. 4 Business Footprint Diagram Fungsi Pelayanan	79
Gambar V. 5 Functional Decomposition Diagram	99
Gambar V. 6 Proses Bisnis Utama Fungsi Pelayanan.....	116
Gambar V. 7 Business Process Overview Pemasaran Air	116
Gambar V. 8 Business process Overview Pengaduan Pelanggan.....	117
Gambar V. 9 Business Process Overview Penertiban Sambungan Langganan..	118
Gambar V. 10 Business process overview Pemeliharaan Sambungan Langganan	119
Gambar V. 11 Organizational Process Diagram Penerimaan Calon Pelanggan.	120
Gambar V. 12 Organizational Process Diagram Pemasangan Baru	121
Gambar V. 13 Organizational Process Diagram Pembuatan Rekening Pelanggan	122
Gambar V. 14 Organizational Process Diagram Pengaduan Tangki Air.....	123
Gambar V. 15 Organizational Process Diagram Illegal Connection	124
Gambar V. 16 Organizational Process Diagram penghargaan penemu Illegal Connection	125
Gambar V. 17 Organizational Process Diagram Perbaikan Rekening Pelanggan	126

Gambar V. 18 Organizational Process Diagram Penggantian Water Meter Karena Kehilangan	127
Gambar V. 19 Organizational Process Diagram Penutupan Sambungan Pelanggan Atas permintaan sendiri	128
Gambar V. 20 Organizational Process Diagram Penyambungan kembali layanan air bersih sebelum 3 bulan	129
Gambar V. 21 Organizational Process Diagram Balik Nama Rekening	130
Gambar V. 22 Organizational Process Diagram Penertiban Sambungan Langganan	131
Gambar V. 23 Organizational Process Diagram Pembukaan kembali sambungan langganan	132
Gambar V. 24 Organizational Process Diagram penggantian water meter rusak	133
Gambar V. 25 Organizational Process Diagram Perbaikan Konstruksi Sambungan Langganan	133
Gambar V. 26 Target Proses Penerimaan Calon Pelanggan	135
Gambar V. 27 Target Proses Pemasangan Baru Sambungan Instalasi Air Bersih	136
Gambar V. 28 Target Proses Pembuatan Rekening Pelanggan	137
Gambar V. 29 Target Proses Pengaduan Tangki Air	138
Gambar V. 30 Target Proses Illegal Connection	139
Gambar V. 31 Target Proses Pemberian penghargaan bagi penemu Illegal Connection	140
Gambar V. 32 Target Proses Perbaikan Rekening Pelanggan	141
Gambar V. 33 Target Proses Penggantian Water Meter Karena Kehilangan	142
Gambar V. 34 Target Proses Penutupan Sementara Sambungan Langganan Atas Permintaan Sendiri	143
Gambar V. 35 Target Proses Penyambungan kembali sambungan langganan sebelum 3 bulan	144
Gambar V. 36 Target Proses Balik Nama Rekening.....	145
Gambar V. 37 Target Proses Penertiban Sambungan Langganan	146
Gambar V. 38 Target Proses Pembukaan Kembali Sambungan Langganan	147
Gambar V. 39 Target Proses Penggantian Water Meter Rusak	148
Gambar V. 40 Target Proses Perbaikan Konstruksi Sambungan Langganan	149
Gambar V. 41 ERD CRM	162

Gambar V. 42 ERD PSB	163
Gambar V. 43 ERD Info Pelanggan.....	164
Gambar V. 44 ERD Opname WMMR.....	165
Gambar V. 45 ERD Kasir SOPP	166
Gambar V. 46 ERD Dashboard CRM.....	166
Gambar V. 47 ERD PKPT	167
Gambar V. 48 ERD APEM.....	168
Gambar V. 49 ERD SOSM	168
Gambar V. 50 ERD Dashboard MMR vs PL.....	169
Gambar V. 51 ERD Pelaporan Pelayanan	170
Gambar V. 52 Class Diagram CRM	171
Gambar V. 53 Class Diagram PSB	172
Gambar V. 54 Class Diagram Info Pelanggan.....	172
Gambar V. 55 Class Diagram Opname WMMR	173
Gambar V. 56 Class Diagram Kasir SOPP	174
Gambar V. 57 Class Diagram Dashboard CRM	174
Gambar V. 58 Class Diagram PKPT.....	175
Gambar V. 59 Class Diagram APEM	176
Gambar V. 60 Class Diagram SOSM	176
Gambar V. 61 Class Diagram Dashboard MMR vs PL.....	177
Gambar V. 62 Class Diagram Pelaporan Pelayanan.....	177
Gambar V. 63 Data Dissemination Diagram	179
Gambar V. 64 Application Communication Diagram	206
Gambar V. 65 Use Case Diagram CRM	207
Gambar V. 66 Use Case Diagram PSB.....	208
Gambar V. 67 Use Case Diagram Info Pelanggan.....	208
Gambar V. 68 Use Case Diagram Opname WMMR.....	209
Gambar V. 69 Use Case Diagram Kasir SOPP	209
Gambar V. 70 Use Case Diagram Dashboard CRM.....	209
Gambar V. 71 Use Case Diagram PKPT	210
Gambar V. 72 Use Case Diagram APEM.....	210
Gambar V. 73 Use Case Diagram SOSM	211

Gambar V. 74 Use Case Diagram Dashboard MMR vs PL.....	211
Gambar V. 75 Use Case Diagram Pelaporan Pelayanan.....	212
Gambar V. 76 Environment And Location Diagram.....	232
Gambar V. 77 Platform Decomposition Diagram.....	233
Gambar V. 78 Penerapan Aplikasi CRM pada tiap Kota Pelayanan	250
Gambar V. 79 Pembuatan Aplikasi Pelaporan Pelayanan	251
Gambar V. 80 Benefit Diagram	252
Gambar V. 81 Business Value Assessment Pelayanan.....	255