ABSTRACT

DESIGN OF ENTERPRISE ARCHITECTURE IN REGIONAL REVENUE AGENCY IN WEST JAVA PROVINCE IN REVENUE MANAGEMENT USING TOGAF

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The evolution of digital technology has resulted in the formation of an E-Governance model. E-Governance, or Electronic-Based Government System (EBGS), refers to the conduct of governance utilizing information and communication technology to provide services to its users. The West Java Provincial Revenue Agency (Bapenda) is a regional apparatus in West Java with a primary task to implement the supporting function of governmental affairs in the financial aspect of regional income, encompassing income planning and development and management of the revenue information system that falls within the jurisdiction of the provincial region. In carrying out its duties, the West Java Provincial Bapenda must adhere to the principles of coordination, integration, and synchronization within the internal environment and in interaction with other institutions outside the West Java Bapenda. One strategy to support coordination and synchronization in the West Java Bapenda is by enhancing the value of the EBGS through developing an enterprise architecture. Hence, this research focuses on the design of Enterprise Architecture using the TOGAF ADM framework in the West Java Bapenda in the Field of Revenue Management. This study aims to produce a design of enterprise architecture for the West Java Regional Revenue Agency in the Field of Revenue Management to improve the EBGS index value in West Java Province. The design focus of Enterprise Architecture in this research will be directed toward four domains: business process domain, service, data, information, and applications. Moreover, there are also phases of opportunities and solutions and migration planning. The outcome of this study is a blueprint of Enterprise Architecture for the Revenue Management Division of the West Java Provincial Bapenda. This blueprint serves as a solution for developing information systems, integrating data, and improving business processes within the organization.

Keywords — Regional Revenue Agency, Revenue Management Field, Enterprise Architecture (EA), Electronic-Based Government System, TOGAF ADM.