

ABSTRACT

This study aims to design Enterprise Architecture (EA) at the Outpatient and Hemodialysis Installations at Al Islam Hospital Bandung using the TOGAF ADM 9.2 framework to improve service efficiency and support strategic decision making. The main problem faced is the integration of systems that have not been optimized, which hampers service quality. The research used a qualitative approach with primary data through interviews and observations, and secondary data from literature studies. The results of the research include the design of business architecture, data architecture, application architecture, and integrated technology. The proposed solution is an architectural blueprint that includes data management, applications, and technology development according to hospital needs. The implementation of this technology aims to improve the efficiency of service processes, reduce errors, and speed up workflows. The application of TOGAF ADM-based EA is able to provide clear strategic direction for the development of hospital services. Recommendations include full support from hospital management to ensure successful implementation and periodic evaluation of the system to maintain alignment between business and technology needs.

Keywords: *Enterprise Architecture, TOGAF ADM, Outpatient Installation, Hemodialysis, Al Islam Hospital Bandung.*