

DAFTAR ISI

LEMBAR PERNYATAAN ORISINALITAS	i
LEMBAR PENGESAHAN	iii
ABSTRAK	i
<i>ABSTRACT</i>	ii
KATA PENGANTAR.....	v
DAFTAR ISI	vii
DAFTAR GAMBAR	xii
DAFTAR TABEL.....	xiii
DAFTAR ISTILAH	xv
BAB I PENDAHULUAN.....	1
I.1 Latar Belakang	1
I.2 Perumusan Masalah.....	6
I.3 Tujuan Penelitian.....	6
I.4 Batasan Penelitian	6
I.5 Manfaat Penelitian.....	6
BAB II TINJAUAN PUSTAKA	7
II.1 Penelitian Terdahulu	7
II.2 Kajian Teori	17
II.2.1 Transformasi Digital	17
II.2.2 Tata Kelola TI.....	17
II.2.3 Usaha Kecil Mikro dan Menengah	18
II.2.4 Perbankan.....	18
II.2.5 Arsitektur Enterprise	19
II.2.6 <i>Enterprise Architecture Framework (EAF)</i>	20
II.2.6.1 <i>The Open Group Architecture Framework (TOGAF)</i>	20
II.2.6.2 Kerangka Kerja <i>Federal Enterprise Architecture Framework (FEAF)</i>	22
II.2.6.3 Kerangka Kerja <i>Zachman</i>	22

II.3	Perbandingan Kerangka Kerja.....	24
II.4	Alasan Pemilihan Kerangka Kerja	26
BAB III	METODE PENELITIAN	27
III.1	Kerangka Berpikir.....	27
III.1.1	<i>Kerangka Konseptual</i>	28
III.2	Sistematika Penyelesaian Masalah	30
III.2.1	<i>Problem Explication</i>	31
III.2.2	<i>Requirement Specification</i>	31
III.2.3	<i>Design and Development</i>	32
III.2.4	<i>Demonstration</i>	32
III.2.5	<i>Evaluation</i>	33
III.3	Pengumpulan Data.....	33
III.4	Pengolahan Data atau Pengembangan Artifak.....	34
III.4.1	<i>Preliminary Phase</i>	35
III.4.2	<i>Architecture Vision</i>	35
III.4.3	<i>Architecture Development</i>	35
III.5	Metode Evaluasi	36
III.5.1	<i>Uji Credibility</i>	36
III.5.2	<i>Uji Transferability</i>	36
III.5.3	<i>Uji Dependability</i>	37
III.5.4	<i>Uji Confirmability</i>	37
III.6	Alasan Pemilihan Metode.....	37
BAB IV	PENGUMPULAN DAN ANALISIS DATA	38
IV.1	Pengumpulan Data	38
IV.1.1	Kebutuhan Data.....	38
IV.2	Karakteristik BPR sebagai bank UMKM	40
IV.3	Karakteristik Nasabah BPRDCo sebagai Pengguna <i>Mobile Banking</i> ...	40
IV.4	Pengolahan Data.....	41
IV.4.1	Deskripsi Objek Penelitian.....	41
IV.4.1.1	Profil BPRDCo	41
IV.4.1.2	Visi dan Misi BPRDCo.....	41

IV.4.1.3	Struktur Organisasi BPRDCo	42
IV.4.1.4	Struktur Organisasi Divisi TI BPRDCo.....	43
IV.4.2	Rencana Strategi BPRDCo	43
IV.4.3	Permasalahan <i>Existing</i> Perusahaan	44
IV.4.4	Proses Bisnis	45
IV.4.5	Kondisi Teknologi <i>Existing</i>	45
IV.4.6	Artefak Prioritas	47
BAB V	PERANCANGAN DAN EVALUASI	48
V.1	<i>Preliminary Phase</i>	48
V.1.1	<i>Principles Catalog</i>	48
V.2	<i>Architecture Vision</i>	49
V.2.1	<i>Stakeholder Catalog</i>	49
V.2.2	<i>Value Chain Diagram</i>	52
V.2.3	<i>Solution Concept Diagram</i>	54
V.3	<i>Business Architecture</i>	55
V.3.1	<i>Business Architecture Requirement</i>	55
V.3.2	<i>Organization/Actor Catalog</i>	56
V.3.3	<i>Driver/Goal/Objective Catalog</i>	58
V.3.4	<i>Business Footprint Diagram</i>	59
V.3.5	<i>Process Flow Diagram</i>	61
V.3.5.1	<i>Process Flow Diagram</i> Layanan Registrasi Mobile Banking..	61
V.3.5.1.1	Proses <i>Existing</i> di BPRDCo	61
V.3.5.1.2	Proses <i>Targeting</i>	62
V.3.5.2	<i>Process Flow Diagram</i> Layanan Administrasi Rekening Tabungan	63
V.3.5.2.1	Proses <i>Existing</i> di BPRDCo	63
V.3.5.2.2	Proses <i>Targeting</i>	64
V.3.5.3	<i>Process Flow Diagram</i> Layanan Transaksi QRIS	65
V.3.5.3.1	Proses <i>Targeting</i>	65
V.3.5.4	<i>Process Flow Diagram</i> Layanan Pengaduan Nasabah	66
V.3.5.4.1	Proses <i>Existing</i> di BPRDCo	66

V.3.5.4.2	<i>Proses Targeting</i>	67
V.3.6	<i>GAP Analysis Business Architecture</i>	68
V.4	<i>Information System Architecture</i>	70
V.4.1	<i>Data Architecture</i>	71
V.4.1.1	<i>Data Architecture Requirements</i>	71
V.4.1.2	<i>Data Entity/Data Component Catalog</i>	71
V.4.1.3	<i>Data Entity/Business Function Matrix</i>	73
V.4.1.4	<i>Application/Data Matrix</i>	75
V.4.1.5	<i>Conceptual Data Diagram</i>	76
V.4.1.6	<i>GAP Analysis Data Architecture</i>	77
V.4.2	<i>Application Architecture</i>	82
V.4.2.1	<i>Application Architecture Requirement</i>	82
V.4.2.2	<i>Application Portfolio Catalog</i>	83
V.4.2.3	<i>Application Use-Case Diagram</i>	83
V.4.2.3.1	<i>Application Use-Case Diagram Mobile Banking</i>	84
V.4.2.3.2	<i>Application Use-Case Diagram SBS</i>	84
V.4.2.3.3	<i>Application Use-Case Diagram IBAdmin</i>	85
V.4.2.4	<i>Application Interface Catalog</i>	86
V.4.2.5	<i>Role/Application Matrix</i>	87
V.4.2.6	<i>GAP Analysis Application Architecture</i>	87
V.5	<i>Technology Architecture</i>	89
V.5.1	<i>Technology Architecture Requirement</i>	89
V.5.2	<i>Technology Standards Catalog</i>	90
V.5.3	<i>Environment and Location Diagram</i>	91
V.5.4	<i>GAP Analysis Technology Architecture</i>	93
V.6	<i>Opportunities and Solution</i>	94
V.6.1	<i>Project Context Diagram</i>	94
V.6.2	<i>Benefit Diagram</i>	95
V.6.3	<i>Work Packages Identification Catalog</i>	95
V.7	<i>Migration Planning</i>	96
V.7.1	<i>Implementation Factor Catalog</i>	96

V.7.2	<i>Consolidate Gaps, Solutions, and Dependencies Matrix: NPF dan RIA</i>	99
V.7.2.1	<i>Consolidate Gaps, Solutions, and Dependencies Matrix: NPF</i>	99
V.7.2.2	Consolidate Gaps, Solutions, and Dependencies Matrix: RIA	103
V.7.3	<i>Investment Valuation</i>	109
V.7.3.1	<i>Investment Valuation</i> Digitalisasi Registrasi Mobile Banking	110
V.7.3.2	<i>Investment Valuation</i> Digitalisasi Pembukaan Buku Tabungan	113
V.7.3.3	<i>Investment Valuation</i> Penambahan Proses Transaksi QRIS ...	115
V.7.3.4	<i>Investment Valuation</i> Pengaduan Nasabah via <i>Mobile Banking</i>	117
V.7.4	<i>Estimate Value and Risk</i>	119
V.7.4.1	<i>Risk Identification</i>	119
V.7.4.2	<i>Value Identification</i>	121
V.7.5	<i>Business Value Assesment</i>	122
V.7.6	<i>Project Development Priority</i>	123
V.7.7	<i>IT Implementation Roadmap</i>	127
V.8	<i>Demonstration</i>	127
V.8.1	<i>Blueprint Enterprise Architecture</i>	128
V.9	<i>Evaluation</i>	133
BAB VI	Kesimpulan dan saran	138
VI.1	Kesimpulan	138
VI.2	Saran	139
DAFTAR PUSTAKA		vi
LAMPIRAN		xii
	<i>Lampiran 1 – Surat Izin Penerimaan Penelitian</i>	xii
	<i>Lampiran 2 – Surat Penerimaan dan Validasi BPRDCo</i>	vi
	<i>Lampiran 3 – Validasi Perancangan EA BPRDCo</i>	vii
	<i>Lampiran 4 – Transkrip Wawancara</i>	vi
	<i>Lampiran 5 – Pengumpulan Data</i>	ix
	<i>Lampiran 6 – Artefak Prioritas</i>	vi