

DAFTAR ISI

	Halaman
HALAMAN PERNYATAAN KEASLIAN.....	ii
HALAMAN PENGESAHAN TUGAS AKHIR.....	iii
HALAMAN PERSETUJUAN PUBLIKASI KARYA ILMIAH.....	iv
KATA PENGANTAR.....	vi
ABSTRAK.....	ix
DAFTAR ISI.....	xi
DAFTAR TABEL.....	xv
DAFTAR GAMBAR.....	xvi
DAFTAR SIMBOL.....	xviii
BAB 1 PENDAHULUAN.....	1
1.1 Latar Belakang.....	1
1.2 Identifikasi Masalah.....	5
1.3 Tujuan Penelitian.....	5
1.4 Manfaat Penelitian.....	5
1.5 Ruang Lingkup.....	6
1.6 Kerangka Berpikir.....	7
1.7 Sistematika Penulisan Tugas Akhir.....	7
BAB 2 TINJAUAN PUSTAKA.....	9
2.1 Studi Literatur.....	9
2.2 Teori Umum.....	17
2.2.1 Inovasi.....	17
2.2.2 Perencanaan Strategis.....	17
2.2.3 Sistem Informasi.....	18
2.2.4 Perencanaan strategis sistem dan teknologi informasi.....	18
2.3 Teori Khusus.....	19
2.3.1 Tujuan Apotek.....	19
2.3.2 Pengertian Apotek.....	19

2.3.3	Tugas dan Fungsi Apotek	20
2.4	Analisis Lingkungan Eksternal Apotek... ..	20
2.4.1	Analisis 5 (Lima) Daya Persaingan Menurut Porter	20
2.5	Analisis Lingkungan Internal Apotek	22
2.5.1	Analisis SWOT	22
2.5.2	Analisis Value Shop.....	29
2.5.3	Critical Succes Factor	31
2.6	Enterprise Architecture	31
2.6.1	EA Sebagai Program Manajemen.....	32
2.6.2	EA Sebagai Metode Analisis dan Desain	33
2.6.3	EA Artifact.....	36
BAB 3 METODE PENELITIAN.....		42
3.1	Rencana Penelitian	42
3.2	Obyek Penelitian	44
3.2.1	Sejarah Singkat Apotek Afdhal	44
3.2.2	Struktur Organisasi	45
3.2.3	Visi dan Misi Apotek Afdhal.....	47
3.2.4	Sasaran dan Tujuan Apotek Afdhal	48
3.2.5	Keunggulan.....	48
3.2.6	Strategi Bisnis	49
3.3	Penetapan Kriteria Optimasi.....	49
3.3.1	Strategic Goals and Initiatives	49
3.3.2	Analisis Lima Daya Saing Porter.....	50
3.3.3	Analisis SWOT	52
3.3.4	Analisis Value Shop.....	59
3.3.5	Analisis Critical Succes Factor (CSF)	62
3.3.6	Product and Service	64
3.3.7	Data and Information	69
3.3.8	System and Application	69
3.3.9	Network and Infrastructure.....	71
3.3.10	Security.....	72

3.3.11	Standards	73
3.3.12	Keterampilan/Workforce.....	73
3.4	Pengembangan Alternative Sulosi.....	74
3.5	Pengembangan Model Optimasi.....	74
3.6	Teknik Pengumpulan Data	74
3.6.1	Studi Literatur	74
3.6.2	Wawancara.....	75
3.6.3	Observasi	75
BAB 4	HASIL DAN PEMBAHASAN	76
4.1	Proses Strategi Bisnis	76
4.2	Update Strategic Goals and Initiatives	76
4.2.1	Penyelarasan Visi dan Misi.....	76
4.2.2	Penyelarasan Strategi	78
4.3	Improved Business Product and Service	78
4.3.1	Business Plan	78
4.3.3	Swim Lane Process Diagram Usulan.....	79
4.4	Enhanced Data and Information.....	83
4.4.1	Logical Data Model Usulan.....	83
4.4.2	Data Dictionary.....	84
4.5	Integrated System and Application	88
4.5.1	Kebutuhan Fungsional	88
4.5.2	Kebutuhan Non Fungsional	89
4.5.3	Use Case Diagram Usulan	90
4.6	Optimized Network and Infrastructure.....	96
4.7	Security.....	97
4.7.1	Security and Privacy Plan	97
4.7.2	Disaster Recovery Plan	98
4.7.3	Business Continuity Plan	99
4.8	Standard.....	100
4.9	Workforce.....	103
4.10	Enterprise Architecture Program Management	104

4.10.1	Governance and Principle	104
4.10.2	Support For Strategy and Business	105
4.10.3	EA Roles and Responsibility	105
4.10.4	EA Performance Measures.....	106
4.11	EA Current Architecture Summary	106
4.11.1	Strategic Goal and Initiatives	106
4.11.2	Business Service and Information Flows	107
4.11.3	System and Application	107
4.11.4	Technology Infrastructure.....	108
4.11.5	IT Security.....	108
4.11.6	EA Standards.....	108
4.11.7	Workforce Requirements	108
4.12	EA Future Architecture Summary	108
4.12.1	Updating Current and Future View	108
4.12.2	Gap Analysis	110
4.12.3	Perencanaan Strategi Jangka Panjang	113
4.13	Tampilan UI Sistem Infomasi Usulan.....	115
BAB 5 KESIMPULAN DAN SARAN		120
5.1	Kesimpulan.....	120
5.2	Saran.....	121
DAFTAR REFERENSI		122
Lampiran 1 Daftar Riwayat Hidup.....		126
Lampiran 2 Surat Permohonan Izin Penelitian.....		127
Lampiran 3 Surat Balasan Izin Penelitian.....		128
Lampiran 4 Wawancara Narasumber 1.....		129
Lampiran 5 Wawancara Narasumber 2		133
Lampiran 6 Kuesioner Penelitian		135
Lampiran 7 Surat Keterangan Selesai Penelitian.....		139
Lampiran 8 Dokumentasi Penelitian.....		140

DAFTAR TABEL

	Halaman
Tabel 2.1 Studi Literatur.....	9
Tabel 2.2 Perbandingan Metode.....	15
Tabel 2.3 IFAS	25
Tabel 2.4 EFAS	26
Tabel 3.1 Matriks IFAS	55
Tabel 3.2 Matriks EFAS	57
Tabel 3.3 Critical Succes Factor.....	63
Tabel 3.4 Standards Technology Forecast Saat ini	73
Tabel 4.1 Penyelarasan Visi dan Misi	77
Tabel 4.2 Penyelarasan Strategi.....	78
Tabel 4.3 Data Dictionary Supplier.....	84
Tabel 4.4 Data Dictionary Faktur Pembelian	84
Tabel 4.5 Data Dictionary Retur.....	85
Tabel 4.6 Data Dictionary User.....	85
Tabel 4.7 Data Dictionary Pemesanan.....	86
Tabel 4.8 Data Dictionary Data Produk	86
Tabel 4.9 Data Dictionary Admin.....	87
Tabel 4.10 Data Dictionary Produk.....	87
Tabel 4.11 Data Dictionary Profile.....	87
Tabel 4.12 Data Dictionary Pelanggan.....	88
Tabel 4.13 Deskripsi Use Case Diagram	91
Tabel 4.14 Skenario Login.....	92
Tabel 4.15 Skenario Kelola Data User.....	92
Tabel 4.16 Skenario Input Data Pemesanan	93
Tabel 4.17 Skenario Melihat Pesanan	93
Tabel 4.18 Skenario Input Faktur Pembelian.....	94
Tabel 4.19 Skenario Input Data Retur.....	94
Tabel 4.20 Skenario Kelola Laporan	95
Tabel 4.21 Skenario Konsultasi	95
Tabel 4.22 Disaster Recovery Plan	99
Tabel 4.23 Business Continuity Plan	100
Tabel 4.24 Technology Forecas	101
Tabel 4.25 Diagram RACI	105
Tabel 4.26 Strategic Goal and Initiatives	107
Tabel 4.27 Squencing Plan	110
Tabel 4.28 Analisis Gap	110
Tabel 4.29 Perencanaan Strategi Jangka Panjang	113

DAFTAR GAMBAR

	Halaman
Gambar 1.1 Kerangka Berpikir.....	7
Gambar 2.1 Lima Daya Persaingan (Magretta, 2016).....	22
Gambar 2.2 Matriks SWOT (Kurniasih et al., 2021).....	24
Gambar 2.3 Diagram Analisis SWOT.....	28
Gambar 2.4 Value Shop (Mayadewi, 2015).....	31
Gambar 2.5 EA Cube Documentation Framework (Bernard, 2017).....	34
Gambar 2.6 EA Component (Bernard, 2017).....	34
Gambar 2.7 Drivers of Architectural Change (Bernard, 2017).....	35
Gambar 2.8 Swim Lane Process Diagram (Bernard, 2017).....	38
Gambar 2.9 Logical Data Model (Bernard, 2017).....	39
Gambar 2.10 Use Case Diagram (Bernard, 2017).....	40
Gambar 3.1 Kerangka Kerja Perencanaan Strategi SI/TI.....	43
Gambar 3.2 Struktur Organisasi Apotek Afdhal.....	45
Gambar 3.3 Analisis Kompetitif Porter Apotek Afdhal.....	50
Gambar 3.4 Diagram Analisis SWOT.....	59
Gambar 3.5 Value Shop Apotek Afdhal.....	62
Gambar 3.6 Swim Lane Process Diagram Penjualan Barang.....	66
Gambar 3.7 Swim Lane Process Diagram Pemesanan Barang.....	67
Gambar 3.8 Swim Lane Process Diagram Penyebaran Informasi.....	68
Gambar 3.9 Logical Data Model.....	69
Gambar 3.10 Use Case Diagram Penjualan Barang.....	70
Gambar 3.11 Use Case Diagram Pemesanan Barang.....	70
Gambar 3.12 Use Case Diagram Penyebaran Informasi.....	71
Gambar 3.13 Network Connectivity Diagram Internal.....	72
Gambar 4.1 Struktur Organisasi Usulan.....	79
Gambar 4.2 Swim Lane Process Diagram Pemesanan barang.....	80
Gambar 4.3 Swim Lane Process Diagram Website Apotek Afdhal.....	82
Gambar 4.4 Class Diagram Usulan.....	83
Gambar 4.5 Use Case Diagram Usulan.....	90
Gambar 4.6 Network connectivity diagram internal.....	96
Gambar 4.7 Network Connectivity Diagram Eksternal.....	97
Gambar 4.8 Roadmap EA Future.....	112
Gambar 4.9 Halaman Home.....	115
Gambar 4.10 Halaman Produk.....	115
Gambar 4.11 Halaman Konsultasi.....	116
Gambar 4.12 Halaman Pesan Antar.....	116
Gambar 4.13 Halaman Admin.....	117

Gambar 4.14 Halaman Data Produk	117
Gambar 4.15 Halaman Pesanan Pembelian	118
Gambar 4.16 Halaman Faktur Pembelian	118
Gambar 4.17 Halaman Retur Pembelian.....	119
Gambar 4.18 Halaman Kelola Laporan	119