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STRATEGIC PLANNING OF WORK TRAINING CENTER INFORMATION SYSTEM USING TOGAF ADM AND ITIL

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ABSTRACT

This study aims to develop an implementation model of TO-GAF and ITIL frameworks in enterprise architecture (EA) for the Technical Implementation Unit (UPTD) of the Tegal Regency Vocational Training Center (BLK) and determine the improvement of services provided by BLK after the develop-ment of enterprise architecture. This type of research is a case study research where data collection is done by direct observation or observation, interviews and surveys using questionnaires. The population in this study were employees and students of BLK Tegal Regency, totaling 100 people. While the sample was 15 people. TOGAF ADM is used to un-derstand the strategic planning process systematically, from problem identification to the development of measurable solutions. Analysis and design of enterprise architecture is prelimenary phase, requirement management, architecture vision, business architecture, information systems architecture and opportunities and solutions. While the ITIL approach in addition to providing practical guidance in managing BLK IT services, ITIL is also used to test the level of maturity of the system against the blueprint produced so that a tested sys-tem design is obtained. The results of the maturity level of the service operation domain system are at level 4 with a value of 3.94 and have not yet reached level 5 which means that some activities have not been fully carried out to the maximum. To achieve the expected maturity process, management must always supervise every decision making in accordance with existing procedures.

KEYWORDS *Strategic Planning, IT, TOGAF ADM, ITIL*

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INTRODUCTION

The tight competition to enter the world of work makes prospective workers must equip themselves with the skills needed by the industrial world. One of the causes of high unemployment is the low competence of the workforce. Therefore, the Tegal Regency Vocational Training Center, which is a Technical Implementation Unit (UPTD) of the Tegal Regency Industry and Manpower Office, strives to improve the competence of the workforce through competency-based training (PBK) for the community for free. In order to provide maximum job

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training services for the community based on good governance, BLK requires Information Systems / Information Technology (SI / IT) which is realized in the form of Information Technology Strategic Plan / Master Plan (ITSP / ITMP) which is aligned with its business strategy. To align the business strategy and ITSP/ ITMP.

Many problems arose in the process of developing the SI strategy plan at the Tegal Regency Job Training Center, outlining the problems that occurred, among others (a) there was no information system application that could summarize all training program planning activities to produce targeted training needs, (b) there was no information system strategic plan that provided information as one of the optimal decision making and (c) there was no integration between data processing systems, causing duplication of work. With these conditions, an information system is needed by BLK as one of the values of improving the quality and quality of information services, both for ASN, training participants and the general public.

An effective solution in the development of information systems for various reasons that focus on alignment, efficiency, and risk management in organizations is to use Enterprise Architecture (EA). The flexibility and scalability offered by EA allows information systems to be easily customized or upgraded according to changing business needs without a major overhaul (Dumitriu et al 2020). With EA, organizations can efficiently manage human resources, technology, and budgets, avoid duplication and optimize the use of resources.(Kotusev, 2021)

In creating enterprise architecture in this study, the TOGAF ADM framework was chosen as a framework in preparing the right enterprise architecture design and the needs and focus on designing the company into architectural targets in accordance with the TOGAF framework in the field of information technology, especially the service management area, which refers to ITIL best practices. (Santosa, et al, 2023)

TOGAF ADM also states a clear vision and principles on how to conduct enterprise architecture development. These principles are used as a measure in assessing the success of enterprise architecture development by the organization (Rengga, et al 2019).

In this case, the EA methodology development study is based on TOGAF and Information Technology infrastructure Library (ITIL), where the TOGAF methodology focuses more on concepts and architecture. While the ITIL methodology focuses on operational services to provide information technology business services. The advantages that ITIL has are a general concept and an integrated set of best practices that can help meet market needs in a continuous cycle (Hendriques, et al, 2019). By combining the addition of Service Operation in ITIL into the TOGAF ADM methodology, it will be more complete and will produce an Enterprise Architecture Framework which can later be used by organizations to achieve their strategic goals (Fajrillah, et al, 2022).

The principles and best practices in ITIL help align IT department actions and budgets with business needs and adapt them as the business evolves or undergoes strategic change (Pamungkas, et al, 2023). Assessment evaluation results that contribute to defining the architecture vision and designing technology architecture targets. Things that need to be considered in the design of enterprise architecture strategic plans and issues that exist in the company (Togarotop, et al, 2023). This

process provides a comprehensive understanding of the company's initial requirements. TOGAF will then help you prioritize your requirements as can be seen in Figure 2. The concept of service level management complements the management of business relationships related to non-functional requirements (Fajrillah, et al, 2022).

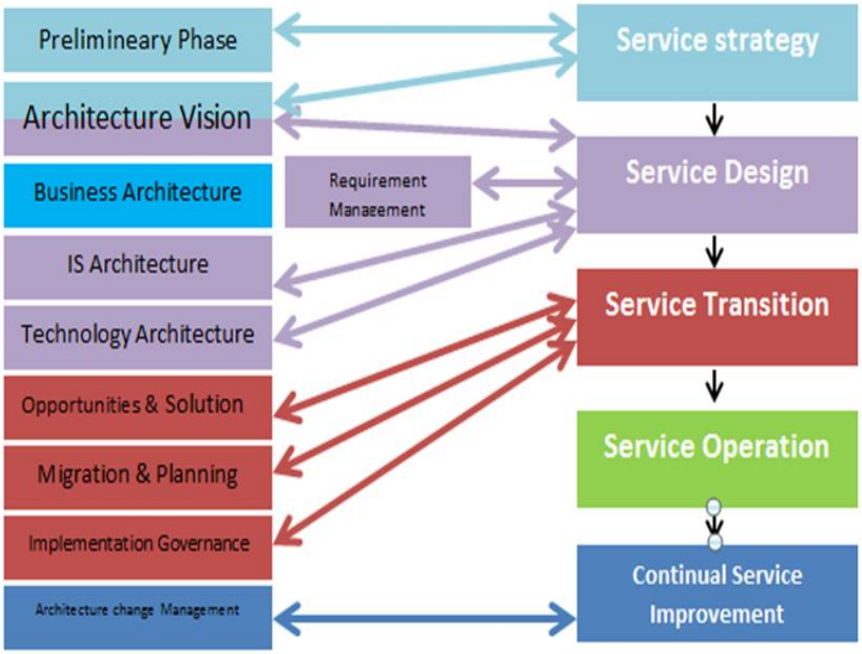

Figure 1: Mapping of TOGAF and ITIL
(Putra, et al, 2017)

Both methodologies have a fundamental quality cycle. In TOGAF this is referred to as the 'Architecture Development Method (ADM)' and in ITIL it is called the 'IT Service Lifecycle' (Setiawan, 2021). Another similarity between the frameworks is that they are both IT-derived. The two main differences are: TOGAF develops the business architecture within the framework (as shown in the Architecture vision stage). (Putra, et al, 2017)

The combination of TOGAF and ITIL not only strengthens the structure of IT architecture but also improves service management which is the goal of system development at BLK, so this research provides an overview of how to develop an implementation model of TOGAF and ITIL frameworks in enterprise architecture for UPTD Balai Latihan Kerja (BLK) Tegal Regency.

RESEARCH METHOD

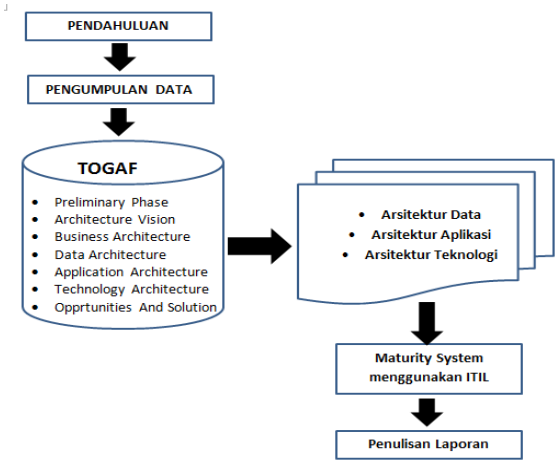

Figure 2. Research method

As seen in Figure 2, the stages of this research begin with the formulation of the background of the problems that underlie this research itself and then formulate the problem so that the objectives of this research are known to solve these problems. The next process is data collection, this data collection itself is carried out by several methods including literature study by looking for literature from various sources then interviews with stakeholders of the Job Training Center and direct observation to the research location and surveys using questionnaires. The population in this study were employees and students of the Tegal Regency Job Training Center (BLK), the total population involved in the study was 100 people. While the sample was 15 people.

After the data collection process is completed and valid data is obtained, the next process is to apply it to the TOGAF method which consists of several stages including prelimenary phase, requirement management, architecture vision, business architecture, information systems architecture and opportunities and solutions so as to produce a Blueprint containing data architecture, application architecture and application and technology architecture.

Information Technology Infrastructure Library (ITIL)

Furthermore, Maturity System testing is carried out on the Blueprint produced using the Infrastructure Information Technology Library (ITIL) Framework so that information is obtained about the level of maturity of the system in the blueprint and then poured into a report. ITIL itself consists of five parts, namely Service Strategy, Service Design, Service Transition, Service Operations and Continuous Service Improvement, by emphasizing the life cycle management of services provided by information technology, the five parts of ITIL as mentioned above are usually referred to as part of a cycle which is often called the ITIL Service Cycle (Siburian, et al, 2020).

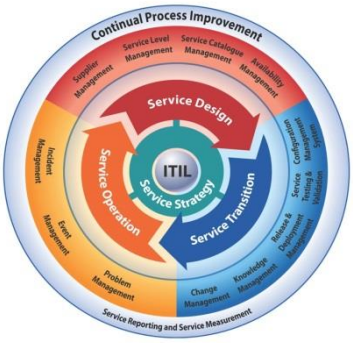

Figure 3: ITIL Cycle
(http://www.hci-itil.com/ITIL_v3/references/ITIL_v3.html)

Figure 3 shows that the *service strategy* is placed at the center of the other modules, which means that the *service strategy* provides practices and techniques, as well as direction in terms of how to design, develop, and implement *service management* from the perspective of organizational capabilities and strategic assets and directs the principles underlying *service management* that are useful for developing policies in it, and processes throughout the ITIL service cycle, namely *Service Design, Service Transition, Service Operations and Continuous Service Improvement* (Pamungkas, et al, 2023).

Service Operation is the main focus of *system maturity* testing in this study, service operation is about how an organization provides service value to its users (Setyoningrum, 2018). The Service Operations domain has a number of processes involving (Anam, et al, 2019): (a) *Event Management* which refers to managing changes in circumstances that have value in organizing service elements that aim to understand the response and approach and steps to be taken in response to these actions. (b). *Incident Management* refers to a state of unexpected problems or disruptions in Information Technology (IT) services or can even include a decrease in the optimality of IT services. *Incident management* focuses on efforts to restore suddenly degraded or disrupted services as quickly as possible for users. The goal is to minimize the impact on the business or related activities. (c) *Request Fulfillment* refers to the process of responding to requests from users for fulfillment of needs in the development of information, services, and recommendations related to changes in standards or alignment of IT services. This subdomain manages and processes the entire service request lifecycle, from initial request to fulfillment, using a separate logging record or system to record and track the status of the request. (d). *Problem Management* refers to Root cause analysis aims to identify, select, and address the root causes of incidents or other active measures. One important aspect of this analysis is the creation of records or documentation related to the problems that occur. This allows for more effective evaluation in the case of similar errors or problems in the future. (e) *Access Management* Involves setting access rights for authorized users to use available services based on the ability to identify users and their access rights, then managing their ability to obtain the required services, specifically according to their organizational role or job function.

To measure this level of maturity involves the Process Maturity Framework (PMF), which consists of six levels, as shown in the table below, which reflect the level of maturity of information technology management (Anam, et al, 2019).

Table 1; Maturity Level Table

Level	Maturity Model
0	*Non-exsitsent*
1	*Initial*
2	*Repeatable*
3	*Defined*
4	*Managed*
5	*Optimized*

The higher the value or score achieved in the maturity level, the better the information technology service management process. This indicates that information technology support in achieving organizational goals becomes more reliable and trustworthy. In other words, the higher the maturity level, the stronger the confidence that information technology can effectively support the achievement of organizational goals. The formula for determining process coverage is as follows:

$$Index = \frac{\sum(Total\ Jumlah\ Jawaban)}{(Jumlah\ Pertanyaan\ X\ Jumlah\ Responden)}$$

RESULT AND DISCUSSION

The Open Gorup Architecture Framework (TOGAF)

Preliminary Phase

The Principle Catalogue in the TOGAF architecture development method aims to provide a solid framework for formulating the principles that will guide the development of an organization's architecture. The Principle Catalogue is an important document in the architecture development process, containing fundamental principles that will guide architectural decision-making.

The Catalog of Principles in Strategic Planning of the Information System of the Work Training Center (BLK) using TOGAF Architecture Development Method (TOGAF ADM) and Information Technology Infrastructure Library (ITIL) in Tegal Regency aims to provide a strong foundation in formulating the principles that will guide the development of 10290 information systems effectively. The Principles Catalog becomes ystem1029010290 a key era in the strategic planning process, containing fundamental principles that guide architectural decision-making. These principles not only reflect the values and strategic goals of the Tegal Regency BLK, but also take into account business needs related to job training and human resource development in the area.

Table 2. Principles Catalog

No.	Domain	Principle	Description
1	Architecture	Modularity	Modular system design for increased scalability and ease of maintenance.
		Standardization	Use standardized system architectures and frameworks for interoperability and integration.
2	Business	Stakeholder Collaboration	Engage stakeholders throughout the system development cycle to ensure alignment with objectives.
		Service Excellence	Prioritize service quality and user satisfaction in all aspects of system design and delivery.
3	Data	Data Governance	Implement policies and procedures to ensure data integrity, security, and compliance.
		Single Data Source	Establish a centralized system for authorized data to avoid duplication and inconsistencies.
4	Application	Scalability	Design applications to accommodate user growth and data volume without compromising performance.
		Interoperability	Ensure systemized interaction between applications to facilitate data exchange and workflow automation.

Stakeholder Analysis

Stakeholder Analysis is a critical process in evaluating the impact, importance and involvement of the various parties involved in a project or initiative. In the context of the strategic planning of 10291 information system of BLK Tegal Regency, Stakeholder Analysis helps to identify potential barriers, support the development of a relevant and appropriate10291 system, and manage expectations and contributions from various groups. 10291 By analyzing the level of involvement, understanding, and commitment of each stakeholder, BLK can design appropriate strategies to build positive relationships and ensure ongoing support throughout the information system development process.

Table 3. Stakeholder Analysis

Stakeholder Group	Stakeholders	Ability to Disrupt Change	Current Understanding	Required Understanding	Current Commitment	Commitment Required	Support Needed
Government	Tegal Regency Government	High	Medium	High	High	High	High
Management	Head of BLK and Staff	High	High	High	High	High	High
Operations Staff	Instructors and Trainers	Medium-High	High	High	High	High	High
End User	Training Participants	Low	Medium	High	Low	High	High
Industry	Industry and Employers	High	Medium-High	High	Medium	High	High
Employment Agency	Manpower Channeling Center	Medium	Medium	High	Medium	High	High

Description:

High (5) : Indicates the highest level of ability, understanding, commitment, or support.
Medium-High (4) : Indicates ability or understanding that is above average but not quite supreme.
Medium (3) : Indicates an intermediate level of ability, understanding, commitment, or support.

Low (1-2): Indicates the lowest level of ability, understanding, commitment, or support

Business Architecture

This Business Requirement Catalog is an important first step in the strategic planning of the10292 information system of the Work Training Center (BLK) in Tegal Regency. This Catalog aims to outline the essential business requirements for the effective and sustainable development of the10292 BLK information system. Through identifying these needs, we hope to provide clear direction to the development team to design appropriate solutions to optimize the training services provided by BLK to the community and ystem e102921029210292 yste. In this Catalog, each need will be described in detail, including priority, date of identification, and owner of the need, making it possible to develop a structured and sustainable plan in developing10292 information systems that are in accordance with the vision and mission of BLK Tegal Regency. This Catalog is expected to be a solid foundation in realizing a positive transformation in the management of human resources and job training in the region.

Table 4: *Business Requirement*

Requirement Item	Description	Category	Priority	Date	Source	Owner
BR-001	Integration with 10292 trainee management system	Integration	High	2024-05-15	Stakeholders	IT Manager
BR-002	Reporting of trainee progress to stakeholders	Reporting	High	2024-05-20	Management	Project Lead
BR-003	Training management system and flexible training schedule	Scheduling	High	2024-05-25	User Request	IT Manager
BR-004	High accessibility for trainees	Accessibility	Medium	2024-06-01	Stakeholders	IT Manager
BR-005	Training equipment inventory management	Inventory	Medium	2024-06-05	Management	Project Lead
BR-006	Trainee evaluation and	Assessment	High	2024-06-10	User Request	IT Manager

	assessment system					
BR-007	Integration with marketing platforms and resellers	Integration	High	2024-06-15	Stakeholders	IT Manager
BR-008	Tight data security	Security	High	2024-06-20	Management	Project Lead
BR-009	Course search and filtration capabilities	Search	Medium	2024-06-25	User Request	IT Manager
BR-010	Integration with 10293 financial system	Integration	High	2024-06-30	Stakeholders	IT Manager

Description:

High (4-5) : Needs that are very important and must be met as soon as possible. 10293Inability to fulfill this need can cause a major failure of the project or system.

Medium (3) : Needs that are important but not urgent. These needs must be met, but delays will not cause major failures.

Low (1-2) : Needs that are not very important and can be met after more urgent needs are met. These needs have little impact on the project or10293 system.

Data Architecture

This *Data Requirement Catalog* is an important stage in planning an effective information system strategy for the Work Training Center (BLK) in Tegal Regency, using the TOGAF ADM and ITIL approaches. 10293This catalog aims to identify essential data requirements for the development of a system that can meet the strategic objectives of BLK. By presenting the data requirements in detail, including description, category, priority, identification date, source, and requirement owner, this catalog provides clear guidance to the development team to design a robust data infrastructure.

Table 5: *Data Requirement*

ID	Requirement Item	Description	Category	Priority	Date	Source	Owner
1	DR-001	Trainee data	Data Collection	High	2024-05-15	Stakeholders	IT Manager
2	DR-002	Participant attendance data	Data Collection	High	2024-05-20	Management	Project Lead
3	DR-003	Training outcome evaluation data	Data Collection	High	2024-05-25	User Request	IT Manager
4	DR-004	Training equipment inventory data	Data Collection	Medium	2024-06-01	Stakeholders	IT Manager

5	DR-005	Marketing and distribution data	Data Collection	Medium	2024-06-05	Management	Project Lead
6	DR-006	BLK financial data	Data Collection	High	2024-06-10	User Request	IT Manager
7	DR-007	Security data	Data Security	High	024-06-15	Stakeholders	IT Manager
8	DR-008	Relevant training data for needs ystem1029410294 e	Data Collection	High	2024-06-20	Management	Project Lead
9	DR-009	Evaluation data on participants' performance in training	Data Collection	Medium	2024-06-25	User Request	IT Manager
10	DR-010	Training administration data	Data Collection	High	2024-06-30	Stakeholders	IT Manager

Description:

High (4-5) : Needs that are very important and must be met as soon as possible. 10294Inability to fulfill this need can cause a major failure of the project or system.

Medium (3) : Needs that are important but not urgent. These needs must be met, but delays will not cause major failures.

Low (1-2) : Needs that are not very important and can be met after more urgent needs are met. These needs have little impact on the project or system.

Technology Architecture

This *Technology Requirement Catalog* is an important step in planning the development strategy of a robust information10294 system and system1029410294 era for the Balai Latihan Kerja (BLK) in Tegal Regency, using the TOGAF ADM and ITIL approaches. This catalog aims to identify essential technology needs to support BLK's strategic objectives in providing quality and up-to-date training services. By presenting the technology requirements in detail, including description, category, priority, date of identification, source, creation/amendment status, and associated standard classes, the Catalog provides clear guidance to the development team to design and implement a technology infrastructure that meets the needs of BLK. It is hoped that the Catalog will be a valuable tool in ensuring that the BLK's10294 information system can operate efficiently, securely, and can continue to evolve in accordance with evolving technological demands and business needs.

Table 6. *Technology Requirement Catalog*

ID	Requirement Item	Description	Category	Priority	Date	Source	Standards Class
1	TR-001	Reliable and fast network infrastructure	Network Infrastructure	High	2024-05-15	Stakeholders	Networking

2	TR-002	Strong database management system	Database Management	High	2024-05-20	Management	Database
3	TR-003	Flexible application development platform	Development Platform	High	2024-05-25	User Request	Development
4	TR-004	Content management system for online learning	Content Management	Medium	2024-06-01	Stakeholders	Content Management
5	TR-005	Integrated information security system	Information Security	High	2024-06-05	Management	Security
6	TR-006	Application integration platform that is ystem1029510295 erable	Integration Platform	High	2024-06-10	User Request	Integration
7	TR-007	Sophisticated data analysis tools	Data Analytics	High	2024-06-15	Stakeholders	Analytics
8	TR-008	Identity and access management solutions	Identity and Access Management	High	2024-06-20	Management	Security
9	TR-009	Efficient IT service management system	IT Service Management	Medium	2024-06-25	User Request	IT Service Management
10	TR-010	Scalable cloud infrastructure	Cloud Infrastructure	High	2024-06-30	Stakeholders	Cloud Computing

Description:

High (9-10) : Needs that are very important and must be met as soon as possible. 10295Inability to fulfill this need can cause a major failure of the project or system.

Medium (5-8) : Needs that are important but not urgent. These needs must be met, but delays will not cause major failures.

Low (1-4) : Needs that are not very important and can be met after more urgent needs are met. These needs have little impact on the project or system

Application Architecture

Application Architecture Application architecture is built to identify and define the main applications needed by the enterprise to manage data and support business functions. Application architecture is identified and defined based on information needs to support decision making in each business function and information exchange between business functions. The application architecture is built based on the data architecture that has been built and the business functions that have been determined previously.

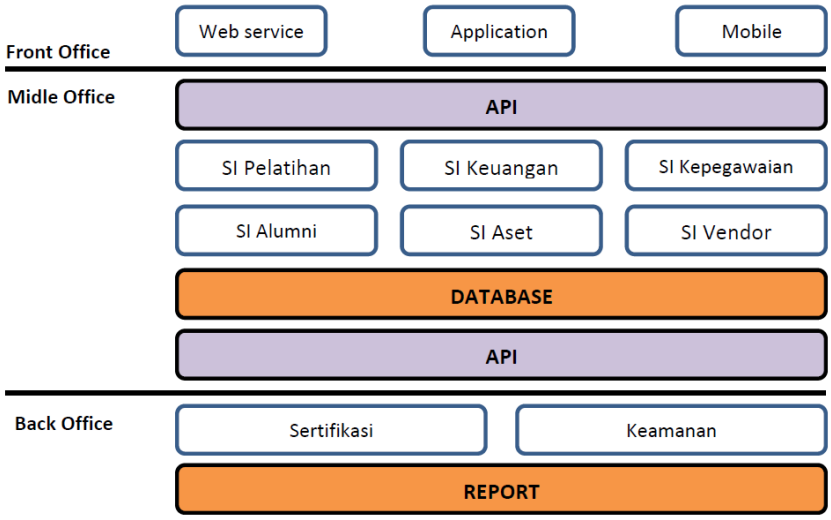

Figure 4: Application Concept

In Figure 4, we can see the application concept that will be applied by BLK, the application concept diagram presented is the result of identification of the problems found in BLK. In this application concept diagram, it can be seen how applications communicate with each other, the data storage process, system security and the network to be used. In addition, the principles of architecture are also seen in this diagram, where data can be shared, because the data is stored in a database that is integrated between applications, making reports according to management needs precisely and quickly so as to provide good service to stakeholders. Although there is a need for different teams and tools, TOGAF requires an EA framework and ITIL requires database management so that the two frameworks complement each other.

Information Technology Infrastructure Library (ITIL)

Based on the third version of ITIL, which essentially consists of five parts and emphasizes more on managing the life cycle of services provided by information technology. The five parts are service strategy, service design, service transition, service operation and continual service improvement.

Service Strategy

Service Strategy provides guidance to ITSM implementers on how to view the ITSM concept not only as an organizational capability (in delivering, managing and operating IT services), but also as a strategic corporate asset. The guide is presented in the form of basic principles of the ITSM concept, references and core processes that operate throughout all stages of the ITIL Service Lifecycle.

Topics covered in this lifecycle stage include the establishment of a market for selling services, types and characteristics of internal and external service providers, service assets, the concept of a service portfolio and the overall implementation strategy of the ITIL Service Lifecycle.

Table 7. *Service Strategy*

No.	Objective	Description
1	Understand Business Objectives	Understand BLK's business objectives, including vision, mission, and long- and short-term goals, as well as customer needs.
2	Define Service Assets	Define the service assets required to support BLK's business objectives, including human resources and technology.
3	Develop Service Portfolio	Develop a service portfolio that includes the services provided by BLK, their priorities, and their relationship to business needs.
4	Analyze Market and Customer Demand	Analyze market demand and customer needs to ensure that the services provided are in line with customer expectations.
5	Identify Opportunities for Growth and Innovation	Identify opportunities for growth and innovation in service delivery that can improve the effectiveness and efficiency of BLK.
6	Define Financial Management Approach	Define a financial management approach that enables BLK to provide IT services at a measurable and controllable cost.
7	Establish Governance Structure	Establish a governance structure that ensures that strategic decisions related to IT services are well supported and integrated with BLK's business objectives.
8	Develop Service Improvement Plan	Develop a continuous service improvement plan based on evaluation of the effectiveness and efficiency of BLK IT services.

Service Design

In order for IT services to provide benefits to the business, these IT services must first be designed with reference to the business objectives of the customer. Service Design provides guidance to IT organizations to be able to systematically and best practice design and build IT services and ITSM implementation itself. Service Design contains principles and design methods to convert the strategic goals of the IT organization and business into a portfolio/collection of IT services and service assets, such as servers, storage and so on.

The scope of Service Design is not only to design new IT services, but also the processes of change and improvement of service quality, service continuity and performance of services.

Table 8. Service Design

No.	Aspect	Description
1	Service Catalog Design	Design a service catalog that includes all services provided by BLK along with descriptions, features, and prices.
2	Service Level Agreement (SLA) Design	Design clear and measurable service level agreements between BLK and service users for each IT service.
3	Availability Management	Devise an availability management strategy to ensure that BLK IT services are available as needed.
4	Capacity Management	Design a capacity management process to ensure that BLK's IT infrastructure can handle service demands.
5	IT Service Continuity Management	Devise plans and procedures for the recovery of BLK IT services in disaster scenarios or unexpected disruptions.
6	Information Security Management	Design an information security management strategy to protect sensitive data and BLK's IT infrastructure from threats.
7	Supplier Management	Design a supplier management process to ensure that suppliers of BLK IT services and products meet established requirements and standards.
8	Service Design Package	Create a service design package that includes all the information and documents required to implement a new or updated service.

Maturity Level

The measurement scale or weight on the maturity level as shown in table 9.

Table 9: System maturity assessment scale table

Scale	Description
0	Management is not aware of the problem
1	Settlement based on personal cases with no organizational process and no process standards.
2	There is a standard procedure for the task, but there is no socialization and training.
3	The existence of standardized procedures
4	The management supervises and monitors the procedures.
5	Organizations are more sensitive to facing business competition.

This calculation consists of several parts, namely the numbers 1 - 5 which are commonly referred to as maturity levels. The calculation of the maturity level is carried out by finding the average value in each activity and subdomain from the reference to the results of the offline questionnaire given to respondents.

The population in this study were employees and students of the Tegal Regency Job Training Center (BLK), the total population involved in the study was 100 people. While the sample of 15 people obtained the following results:

Table 10: Questionnaire results

Sub Domain	Total Answer	Respondents	quesioner	Average
Event Management	182	15	3	4.04
Incident Management	172	15	3	3.83
Request Fullfilment	170	15	3	3.79
Problem Management	179	15	3	3.98
Access Management	183	15	3	4.07
	886	75	15	

The results of this study are the measurement of the maturity level of BLK information systems using the ITIL framework at the Tegal Regency Job Training Center, it can be concluded based on the results of questionnaire analysis and subdomain calculations by finding the average. Determination of the level of maturity starting from level 1-5, as for the results of the calculation of maturity level per subdomain, namely:

Table 11. Calculation Results of Subdomains

Subdomain	Value
Event Management	4.04
Incident Management	3.83
Request Fullfilment	3.79
Problem Management	3.98
Access Management	4.07
Average	**3,94**

After obtaining the average in each subdomain, the calculation is carried out with the formula

$$\text{Index} = \frac{886}{(75 \times 3)} = \mathbf{3,94}$$

The results of the maturity level of service operation are obtained, namely 3.94 (Managed and Measurable), it can be concluded that the results of the calculation of the maturity level are not yet optimal and have not reached scale 5 (Optimized) to achieve the maximum level of implementation with the service operation stage in accordance with the procedures or guidelines that have been made so that if there is a problem with system services, it can be managed with good management.

The conclusions that can be drawn regarding the measurement of the maturity level of the BLK information system using the ITIL framework are (a) Event management has a maturity value that shows level 4 with a value of 4.04 managed information, (b) Incident management has a maturity value that shows level 4 with a value of 3.83 managed information, (c) Request fullfilment has a maturity value that shows level 4 value 3.79 managed information, (d) Problem management has a maturity value that shows level 4 with a value of 3.98 managed information, (e) Access management has a maturity value that shows level 4 with a value of 4.07 managed information.

The service operation domain maturity level results are at level 4 with a value of 3.94 and has not yet reached level 5, which means that some activities have not been fully carried out to the maximum. To achieve the expected maturity process, management must always supervise every decision making in accordance with existing procedures. So that every system service can run more effectively

CONCLUSION

Based on the discussion that has been presented above, the researcher draws conclusions, namely (a) the application of TOGAF ADM makes it possible to understand the strategic planning process systematically, from problem identification to the development of measurable solutions. On the other hand, the ITIL approach provides practical guidance in managing the BLK IT service lifecycle, from strategy to operations, with a focus on delivering sustainable business value, (b) the results of this study indicate that BLK Tegal Regency has the potential to improve the governance, security, and management of its IT services. (c) The application of TOGAF ADM and ITIL in the strategic planning of the Tegal Regency BLK Information System has great potential to improve the effectiveness, efficiency, and quality of IT services. The results of measuring the maturity level of the BLK information system using the ITIL framework, namely (a) *Event management* has a maturity value that shows level 4 with a value of 4.04 managed information, (b) *Incident management* has a maturity value that shows level 4 with a value of 3.83 managed information, (c) *Request fullfilment* has a maturity value that shows level 4 value 3.79 description managed, (d) *Problem management* has a maturity value that shows level 4 with a value of 3.98 description managed, (e) *Access management* has a maturity value that shows level 4 with a value of 4.07 description managed, with the service operation domain the results of the maturity level are at level 4 with a value of 3.94 and have not reached level 5 which means that some activities have not been fully carried out to the maximum.

Integrating this framework into IT planning and management practices, BLK can be more responsive to environmental changes, more adaptive to business needs, and more efficient in the utilization of information technology resources.

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