

Perancangan arsitektur enterprise untuk layanan pemantauan polis dan klaim asuransi: Studi kasus PT Asuransi Jasa Indonesia (Jasindo) = The design of enterprise architecture for policy and claim insurance monitoring services: A case study at PT. Asuransi Jasa Indonesia (Jasindo)

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Abstrak

[Penerapan teknologi informasi sudah menjadi hal yang jamak dilakukan oleh berbagai perusahaan. Begitu juga dengan PT. Asuransi Jasa Indonesia (Jasindo) sebagai perusahaan yang bergerak di bidang asuransi. Dalam penelitian ini dijelaskan lebih detil proses bisnis yang berhubungan dengan nasabah asuransi, yaitu proses bisnis pembuatan polis dan pengajuan klaim asuransi. Penerapan teknologi informasi diharapkan mampu meningkatkan daya saing perusahaan terhadap kompetitor. Untuk memaksimalkan penerapan teknologi informasi yang dilakukan, perusahaan membutuhkan rencana penerapan teknologi informasi yang salah satunya melalui rancangan arsitektur enterprise. Penelitian ini menitikberatkan pada masalah penumpukan pertanyaan yang tidak teratasi dengan baik di Biro Humas. Masalah tersebut timbul karena proses pemantauan polis dan klaim asuransi belum berjalan dengan baik. Hal tersebut diakibatkan belum adanya arsitektur enterprise yang mampu mendukung pemantauan polis dan klaim asuransi. Oleh karena itu, penelitian ini akan membahas tentang rancangan arsitektur enterprise untuk layanan pemantauan polis dan klaim asuransi yang ada di Jasindo. Perancangan infrastruktur tersebut dilakukan secara bertahap mengacu pada kerangka kerja The Open Group Architecture Framework (TOGAF). Tahapan yang dilakukan dalam penelitian ini mengikuti TOGAF Architecture Development Method (ADM) sampai dengan fase opportunities and solutions. Penelitian ini diharapkan mampu memberikan solusi perancangan infrastruktur untuk layanan monitoring klaim dan polis asuransi yang ada di Jasindo.

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The implementation of information technology has conducted by various companies in this era. PT. Asuransi Jasa Indonesia (Jasindo) as a company engaged in the field of insurance is also use information technology. In this study described in detail the business processes related to insurance customers, namely the business process of making policy and filing insurance claims. The application of information technology is expected to enhance the company's competitiveness against competitors. To maximize the implementation of information technology, the company requires the application of information technology plan is one of them through the design of Enterprise Architecture. This study focuses on the problem of accumulation of questions that are not well resolved in the Bureau of Public Relations. The problem arises because the process of policy monitoring and insurance claims have not been going well. This is due to the lack of Enterprise Architecture that can support policy monitoring and insurance claims. Therefore, this research will be discussed about the design of infrastructure for information technology services and insurance claims monitoring policy that is in Jasindo. The design is done in stages infrastructure refers to the framework of The Open Group Architecture Framework (TOGAF). Steps being taken in this study follows the TOGAF Architecture Development Method (ADM) to the opportunities and solutions phase. This study is expected to provide a solution for the design of infrastructure monitoring services and insurance claims is

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