

ABSTRACT

Regional Government as a state institution in the region is obliged in the implementation of disaster management. Implementation of disaster management in the region, carried out in emergency response by the Regional Disaster Management Agency. In order to facilitate service and coordination, the Ministry of Communications and Informatics provides policy in establishing emergency call number 112. This policy has been implemented by 10 regions since 2015 through emergency call center (Emergency Call Center). However, until now only three areas can be said to be successful in its development. The existence of technology and information systems alone does not necessarily guarantee the successful implementation of Emergency Call Center.

This study aims to design the Emergency Call Center model of Cimahi City Government supported by the emergency response. The methodology used in the compilation of Emergency Call Center architecture model design using Zachman Framework. Meanwhile, to obtain emergency response on Emergency Call Center architecture model design, Emergency Response Decision Support System approach is used as business process identification aid tool. Executive perspective on the Zachman Framework is used as a business process analysis framework, while business perspective is used as an architectural model framework.

The result of the design of Emergency Call Center architecture model research can ensure the continuity of communication and direction to the personnel at the scene in real time, facilitate in collecting, sending and forwarding information, efficient in report making and facilitate in monitoring of general mobilization, coordination, and monitor the progress of events.

Keywords : design of architecture model, emergency call center, zachman framework, emergency response decision support system.

INTISARI

Pemerintah Daerah sebagai instansi negara di wilayah berkewajiban dalam penyelenggaraan penanggulangan bencana. Penyelenggaraan penanggulangan bencana di daerah, dilaksanakan secara tanggap darurat oleh Badan Penanggulangan Bencana Daerah. Demi mempermudah pelayanan dan koordinasi, maka Kementerian komunikasi dan informatika memberikan kebijakan dalam menetapkan nomor panggilan darurat 112. Kebijakan ini telah dilaksanakan oleh 10 daerah sejak tahun 2015 melalui pusat panggilan darurat (*Emergency Call Center*). Akan tetapi, sampai saat ini hanya tiga daerah yang dapat dikatakan berhasil dalam pengembangannya. Keberadaan teknologi dan sistem informasi saja tidak serta merta menjamin keberhasilan implementasi *Emergency Call Center*.

Penelitian ini bertujuan untuk merancang model arsitektur *Emergency Call Center* Pemerintah Kota Cimahi dengan didukung respon tanggap darurat. Metodologi yang digunakan pada penyusunan rancangan model arsitektur *Emergency Call Center* menggunakan *Zachman Framework*. Sedangkan untuk memperoleh tanggap darurat pada rancangan model arsitektur *Emergency Call Center*, digunakanlah pendekatan *Emergency Response Decision Support System* sebagai alat bantu identifikasi proses bisnis. *Executive perspective* pada *Zachman Framework* digunakan sebagai kerangka analisis proses bisnis, sedangkan *business perspective* digunakan sebagai kerangka model arsitektur.

Penelitian ini menghasilkan rancangan model arsitektur *Emergency Call Center* yang dapat memastikan keberlangsungan komunikasi dan arahan kepada personil di tempat kejadian terjaga secara *real time*, memberikan kemudahan dalam menghimpun, kirim-terima dan meneruskan informasi, efisien dalam pembuatan laporan dan mempermudah dalam monitoring mobilisasi umum, koordinasi, dan memantau perkembangan kejadian.

Kata kunci : perancangan model arsitektur, emergency call center, zachman framework, emergency response decision support system.