

consists of 13 business functions and 43 business services. The data architecture is represented by a conceptual data model that describes the data requirements for service management practices. The application architecture is illustrated by a use case diagram that illustrates the relationship between the fourteen actors and those given in the application.

This research has limitations, including only referring to regulations intended for state-owned enterprises. It is assumed that all state-owned companies as objects of implementing regulations are classified as large and medium-sized. Future researchers can consider more regulations and best practices in architectural design and elaborate on other business services and process flows.

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