E-ISSN : 3123-9811

Integrated System and Management Technology

Volume. 1 No. 1 January 2026



Published by :
APJIKOM - Asosiasi Pengelola Jurnal Informatika dan Komputer Indonesia
Address : Jl. Radin Inten II no.53 A. RT 7/RW 14, Duren Sawit,
Kec. Duren Sawit, Kota Jakarta Timur, DKI Jakarta

Integrated System and Management Technology E-ISSN .: 3123-9811
Asosiasi Pengelola Jurnal Informatika dan Komputer Indonesia
Available online at: https://journal.apjikom.or.id/index.php/ISMaT

INTEGRATED SYSTEM AND MANAGEMENT TECHNOLOGY

VOLUME 1 NO 1 JANUARY 2026

JOURNAL FOCUS AND SCOPE

Integrated System and Management Technology is a peer-reviewed academic journal that focuses on the integration of information technology and management practices to enhance organizational performance, governance, and strategic decision-making in digital environments, encompassing topics such as IT governance and IT service management, enterprise architecture and integrated systems, technology and innovation management, decision support and executive information systems, ERP, CRM, and supply chain systems, digital enterprise and smart organization models, as well as risk management and technology compliance. The journal is published in January, April, July, and October.

Articles published in Integrated System and Management Technology comprise original scientific research findings (top priority), novel scientific review articles (lower priority), and commentaries or critiques regarding existing publications. The journal accepts manuscripts in the fields of IT governance and IT service management; enterprise architecture and integrated systems; technology and innovation management; decision support systems and executive information systems; ERP, CRM, and supply chain systems; digital enterprise models and intelligent organizations; as well as technology risk management and compliance.

Articles featured in Integrated System and Management Technology have undergone a peer-review process. The journal accepts only original research findings (top priority) and novel scientific review articles (lower priority). The decision regarding the acceptance of a scientific article rests with the Editorial Board, based on recommendations from peer reviewers.

JOURNAL INDEXING INFORMATION

Integrated System and Management Technology (E-ISSN: 3123-9811; https://journal.apjikom.or.id/index.php/ISMaT) is a peer-reviewed journal slated for indexing in several reputable databases, including Google Scholar, Garda Rujukan Digital (GARUDA), Copernicus, Dimensions, ORCID (Connecting Research and Researchers), and Crossref (DOI).

Integrated System and Management Technology E-ISSN .: 3123-9811
Asosiasi Pengelola Jurnal Informatika dan Komputer Indonesia
Available online at: https://journal.apjikom.or.id/index.php/ISMaT

INTEGRATED SYSTEM AND MANAGEMENT TECHNOLOGY

VOLUME 1 NO 1 JANUARY 2026

Editor in Chief

Dr. Eng. Ir. Wahyul Amien Syafei, S.T., M.T., IPM. ; Universitas Diponegoro, Indonesia

Editorial Boards

Prof. Dr. Sfenrianto, S.Kom, M.Kom, Universitas Bina Nusantara, Indonesia

Hengki Mangiring Parulian Simarmata S.Si., M.M, Politeknik Bisnis Indonesia, Indonesia

Dr. Teguh Wahyono, S. Kom., M. Cs, Universitas Kristen Satya Wacana, Indonesia

Dr. Dede Kurniadi, S.Kom, M.Kom, Institut Teknologi Garut, Indonesia

Asro S.Pd. M.M., M.Ti, Politeknik PGRI Banten, Indonesia

Reviewers-Team

Eko Aziz Apriadi, S.T., M.Kom, Universitas Indonesia Mandiri, Indonesia

Nur Aminudin, S.Kom., M.T.I, Universitas Aisyah Pringsewu, Indonesia

Calandra Alencia Haryani, S.E., S.S.I., M.T.I., Universitas Pelita Harapan, Indonesia

Prof. Dr. Hamdani, S.T., M. Cs, Universitas Mulawarman, Indonesia

Melda Agnes Manuhutu, S.Kom, M.Cs, Universitas Victory Sorong, Indonesia

PUBLISHER:

Asosiasi Riset Ilmu Pendidkan Agama dan Filsafat Indonesia

berdasarkan S.K.Menteri Hukum dan Hak Asasi Manusia Republik Indonesia

NOMOR AHU-0000169.AH.01.07.TAHUN 2024

Alamat : Jl. Watunganten I No.1, Karangrawa, Batursari, Kec. Mranggen, Kabupaten Demak, Jawa Tengah 59567

Website : https://aripafi.or.id/; email : info@aripafi.or.id

Integrated System and Management Technology E-ISSN .: 3123-9811
Asosiasi Pengelola Jurnal Informatika dan Komputer Indonesia
Available online at: https://journal.apjikom.or.id/index.php/ISMaT

INTEGRATED SYSTEM AND MANAGEMENT TECHNOLOGY

VOLUME 1 NO 1 JANUARY 2026

PREFACE

Integrated System and Management Technology is a peer-reviewed academic journal that focuses on the integration of information technology and management practices to enhance organizational performance, governance, and strategic decision-making in digital environments, encompassing topics such as IT governance and IT service management, enterprise architecture and integrated systems, technology and innovation management, decision support and executive information systems, ERP, CRM, and supply chain systems, digital enterprise and smart organization models, as well as risk management and technology compliance. The journal is published in January, April, July, and October.

Reviewers evaluate submissions based on originality, clarity of presentation, and contribution to the field or body of knowledge. The journal publishes research articles, review articles (including literature reviews), case reports, and concept or policy articles covering topics such as IT governance and service management, enterprise architecture and integrated systems, technology and innovation management, decision support and executive information systems, ERP, CRM, and supply chain systems, digital enterprise models and smart organizations, as well as technology risk management and compliance. Submitted articles must be original works that have not been previously published. All submissions undergo review by a team comprising both internal and external reviewers.

The Editorial Board is committed to continuously enhancing the journal's quality so that it may serve as a significant reference in the advancement of the field. We extend our deepest appreciation and gratitude to the peer reviewers, Editorial Board members, and all parties involved in the publication of this journal.

Sincerely,

Editor-in-Chief

Integrated System and Management Technology E-ISSN .: 3123-9811
Asosiasi Pengelola Jurnal Informatika dan Komputer Indonesia
Available online at: https://journal.apjikom.or.id/index.php/ISMaT

INTEGRATED SYSTEM AND MANAGEMENT TECHNOLOGY

VOLUME 1 NO 1 JANUARY 2026

LIST OF CONTENTS

Journal Focus, Scope, and Indexing Information I
Editorial Team II
Foreword III
List of contents IV

An Integrated Framework of Enterprise Architecture and Artificial Intelligence for Optimizing Strategic Decision Making in Digital Service Oriented Organizations **Hal 01-10**
Safrizal Safrizal

Examining the Role of Information Technology Governance in Enhancing Risk Management Performance and Regulatory Compliance in Multinational Digital Enterprises **Hal 11-21**
Gunawan Prayitno, Ronaldo Aprili

Implementing Integrated Customer Relationship Management and Enterprise Resource Planning to Drive Customer Experience Innovation in Modern Digital Enterprises **Hal 22-31**
Sudirwo Sudirwo, Didik Sofian Hariyadi, Rusobby Andika Kumajaya

The Impact of Information Technology Driven Innovation Management on IT Service Management Effectiveness and Competitive Value Creation in Smart Organizations **Hal 32-42**
Priyo Wibowo, Sunarmi Sunarmi

Executive Decision Support System Implementation Strategies Based on Big Data Analytics to Improve Operational Efficiency and Corporate Governance in Global Digital Enterprises **Hal 43-51**
Asro Asro, Solihin Solihin, Irlon Irlon