

DAFTAR ISI

LEMBAR PERNYATAAN	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
<i>ABSTRACT</i>	Error! Bookmark not defined.
LEMBAR PERSEMBAHAN	Error! Bookmark not defined.
KATA PENGANTAR	Error! Bookmark not defined.
DAFTAR ISI	viii
DAFTAR GAMBAR	Error! Bookmark not defined.
DAFTAR ISTILAH	Error! Bookmark not defined.
I. PENDAHULUAN	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Perumusan Masala	Error! Bookmark not defined.
1.3 Tujuan	Error! Bookmark not defined.
1.4 Manfaat Penelitian	Error! Bookmark not defined.
1.5 Batasan Masalah	Error! Bookmark not defined.
1.6 Sistematika Penulisan	Error! Bookmark not defined.
II. TINJAUAN PUSTAKA	Error! Bookmark not defined.
2.1 IT Service Management	Error! Bookmark not defined.
2.2 IT Governance	Error! Bookmark not defined.
2.3 ISO/IEC 20000	Error! Bookmark not defined.
2.3.1 Persyaratan ISO/IEC 20000	Error! Bookmark not defined.
2.3.2 <i>Service Delivery Process</i>	Error! Bookmark not defined.
2.4 COBIT 5	Error! Bookmark not defined.
2.4.1 Capability Model	Error! Bookmark not defined.
2.4.2 Perhitungan nilai <i>capability level</i>	Error! Bookmark not defined.
2.4.3 Manage Continuity	Error! Bookmark not defined.
2.4.4 Diagram RACI	Error! Bookmark not defined.
2.5 Uji Validitas dan Uji Reabilitas	Error! Bookmark not defined.
2.6 Analisis GAP	Error! Bookmark not defined.
III. METODOLOGI PENELITIAN	Error! Bookmark not defined.
3.1 Model Konseptual	Error! Bookmark not defined.
3.2 Sistematika Penelitian	Error! Bookmark not defined.
3.2.1 Tahap Perencanaan	Error! Bookmark not defined.
3.2.2 Tahap Penelitian	Error! Bookmark not defined.
3.2.3 Tahap Pengumpulan Data dan Analisis	Error! Bookmark not defined.
3.2.4 Tahap Hasil Penilaian	Error! Bookmark not defined.

3.2.5 Tahap Kesimpulan dan Saran	Error! Bookmark not defined.
3.3 Pengolahan data	Error! Bookmark not defined.
IV. ANALISIS DAN PEMBAHASAN	Error! Bookmark not defined.
4.1 Persiapan Penelitian	Error! Bookmark not defined.
4.1.1 Objek Penelitian	Error! Bookmark not defined.
4.2 Kajian Objek Penelitian	Error! Bookmark not defined.
4.2.1 <i>Mapping Service Continuity and Availability Management</i> ISO/IEC 20000 dan <i>Manage Continuity</i> COBIT 5	Error! Bookmark not defined.
4.2.2 <i>Mapping</i> Tugas dan Wewenang dengan Diagram RACI	Error! Bookmark not defined.
4.2.3 Observasi	Error! Bookmark not defined.
4.3 Analisis Penilaian.....	Error! Bookmark not defined.
4.3.1 Analisis Kuisisioner	Error! Bookmark not defined.
4.3.2 Rekapitulasi Nilai <i>Capability Level</i> ...	Error! Bookmark not defined.
4.3.3 Pengumpulan <i>Evidence</i> dan Kondisi Eksisting Layanan	Error! Bookmark not defined.
4.3.4 Analisis GAP	Error! Bookmark not defined.
4.4 Penyusunan Rekomendasi dan Prototipe	Error! Bookmark not defined.
V. KESIMPULAN DAN SARAN	Error! Bookmark not defined.
5.1 Kesimpulan	Error! Bookmark not defined.
5.2 Saran	Error! Bookmark not defined.
DAFTAR PUSTAKA	Error! Bookmark not defined.
LAMPIRAN – A	Error! Bookmark not defined.
LAMPIRAN – B	Error! Bookmark not defined.
LAMPIRAN – C	Error! Bookmark not defined.
LAMPIRAN – D	Error! Bookmark not defined.
LAMPIRAN – E	Error! Bookmark not defined.
LAMPIRAN – F.....	Error! Bookmark not defined.