

## DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	1
ITGI	<i>Information Technology Governance Institution</i>	1
ITIL	<i>Information Technology Infrastructure Library</i>	2
OGC	<i>Office of Government Commerce</i>	2
BUMN	Badan Usaha Milik Negara	4
TIMES	<i>Telecommunication, Information, Media, Edutainment dan Services</i>	4
ITSM	<i>Information Technology Service Management</i>	8
ISC	<i>Information System Center</i>	9
PMF	<i>Process Maturity Framework</i>	10
SLP	<i>Service Level Package</i>	16
SDP	<i>Service Design Package</i>	17
SKMS	<i>Service Knowledge Management System</i>	17
OLA	<i>Operational Level Agreement</i>	23
KEDB	<i>Known Error Database</i>	30
RFC	<i>Request for Change</i>	30
ECAB	<i>Emergency Change Advisory Board</i>	31
RACI	<i>Responsibility, Accountability, Concultancy dan Informational</i>	34
SEI CMMI	<i>Software Engineering Institutes Capability Maturity Model Integration</i>	34
CDMA	<i>Code Division Multiple Access</i>	35
GSM	<i>Global System for Mobile Communication</i>	35
SLA	<i>Service Level Agreement</i>	38
KPI	<i>Key Performance Indicator</i>	58
CSF	<i>Critical Success Factor</i>	58