

DAFTAR SINGKATAN

Istilah	Deskripsi	Halaman
ITSM	<i>Information Technology Service Management</i>	1
NMS	<i>Network Monitoring System</i>	1
ITIL	<i>Information Technology Infrastructure Library</i>	1
Data FD	<i>Data Flow Diagram</i>	4
CMDB	<i>Configuration Management Database</i>	6
API	<i>Application Programming Interface</i>	21
GUI	<i>Graphical User Interface</i>	24