

## DAFTAR SINGKATAN

Singkatan	Nama
ITSM	: <i>Information Technology Services Management</i>
TI/IT	: <i>Teknologi informasi/Information Technology</i>
ITIL	: <i>Information Technology Infrastructure Library</i>
iTop	: <i>Information Technology Operational Portal</i>
CMDB	: <i>Configuration Management Database</i>
NMS	: <i>Network Monitoring Services</i>
NDLC	: <i>Network Development Life Cycle</i>
CPU	: <i>Central Processing Unit</i>
KEDB	: <i>Known Error Database</i>
NAT	: <i>Network Address Translation</i>