

DAFTAR TABEL

Tabel I Perbandingan Standar ISO mengenai layanan pembelajaran dan justifikasi pemilihannya dalam penelitian ini	10
Tabel II Struktur Metodologi Penelitian	16
Tabel III <i>IT and Business Pain Points</i>	22
Tabel IV <i>Requirements and Needs</i> Klausul 10 DLSP Universitas Telkom.....	23
Tabel V <i>Requirements and Needs</i> Klausul 11 DLSP Universitas Telkom	25
Tabel VI <i>Requirements and Needs</i> Klausul 12 DLSP Universitas Telkom.....	25
Tabel VII <i>Requirements and Needs</i> Klausul 13 DLSP Universitas Telkom	26
Tabel VIII <i>Requirements and Needs</i> Klausul 14 DLSP Universitas Telkom	27
Tabel IX Hasil Penilaian Klausul 10 <i>Service Delivery</i>	28
Tabel X Hasil Penilaian Klausul 11 <i>Personnel</i>	37
Tabel XI Hasil Penilaian Klausul 12 <i>Assessment of Learnings</i>	42
Tabel XII Hasil Penilaian Klausul 13 <i>Monitoring and Evaluaton of the Distance Learning Services</i>	45
Tabel XIII Hasil Penilaian Klausul 14 <i>Payment</i>	49
Tabel XIV <i>Analysis Gaps</i>	50
Tabel XV Identifikasi <i>Potential Improvements People Aspect</i>	51
Tabel XVI Identifikasi <i>Potential Improvements Process Aspect</i>	53
Tabel XVII Identifikasi <i>Potential Improvements Technology Aspect</i>	53
Tabel XVIII Parameter <i>Likelihood</i>	55
Tabel XIX Parameter Dampak Risiko	55
Tabel XX Parameter <i>Risk Level</i>	56
Tabel XXI Parameter <i>Impact Area</i>	56
Tabel XXII Kategori Risiko Kepatuhan	58
Tabel XXIII Kategori Risiko Reputasi	59
Tabel XXIV Hasil dari <i>Prioritise and Select Improvements</i>	59
Tabel XXV <i>Analyse Selected Improvements to the Detail Required</i>	64
Tabel XXVI <i>Roll Out the Solutions</i>	69