

## DAFTAR SINGKATAN

ITSM	: <i>Information Technology Services Management</i>
ITIL	: <i>Information Technology Infrastructure Library</i>
TI	: Teknologi Informasi
V3	: <i>Version 3</i>
PT	: Perseroan Terbatas
ISACA	: <i>Information Systems Audit and Control Association</i>
RACI	: <i>Responsibility, Accountability, Consult, Informed</i>
SOP	: Standar Operasi Prosedur
OGC	: <i>Office Governemnt Commerce</i>
SLA	: <i>Service Level Agreement</i>
ICMS	: <i>Incident Management System</i>
KEDB	: <i>Know error database</i>
PMF	: <i>Process Maturity Framework</i>
LMS	: <i>Learning Management System</i>
CEO	: <i>Chief Executive Officer</i>
COO	: <i>Chief Operating Officer</i>
CTO	: <i>Chief Technology Officer</i>

UI/UX : *User Interface/User Experience*

ISO : *International Organization for Standardization*

IEC : *International Electrotechnical Commission*