

DAFTAR TABEL

Tabel II.1	Perbandingan Internasional.....	6
Tabel III.1	Data Primer	17
Tabel III.2	Data Sekunder.....	17
Tabel III.3	Pengolahan Data	18
Tabel IV.1	Data Primer	20
Tabel IV.2	Data Sekunder.....	21
Tabel IV.3	Tabel Pemilihan Proses Domain.....	36
Tabel IV.4	Tabel <i>Assessment Capability</i>	37
Tabel IV.5	Tabel Hasil Rating	37
Tabel IV.6	Hasil <i>Assessment Capability Domain DSS02 – Managed Service Request</i>	39
Tabel IV.7	Hasil <i>Assessment Capability Domain DSS03 – Managed Problems</i>	40
Tabel IV.8	Hasil <i>Assessment Capability Domain DSS04 – Managed Continuity</i>	40
Tabel IV.9	Target DSS02 - <i>Managed Service Request and Incidents</i>	42
Tabel IV.10	Target DSS03 - <i>Managed Problems</i>	42
Tabel IV.11	Target DSS04 - <i>Managed Continuity</i>	42
Tabel IV.12	Analisis Kesenjangan Pada Proses DSS02 <i>Managed Service Request and Incidents</i>	43
Tabel IV.13	Analisis Kesenjangan Pada Proses DSS03 <i>Managed Problems</i>	44
Tabel IV.14	Analisis Kesenjangan Pada Proses DSS04 <i>Managed Continuity</i>	45
Tabel IV.15	Analisis <i>Potential Improvement</i> Pada Proses DSS02 <i>Managed Service Request and Incidents</i>	48
Tabel IV.16	Analisis <i>Potential Improvent</i> Pada Proses DSS03 <i>Managed Problems</i>	49
Tabel IV.17	Analisis <i>Potential Improvent</i> pada proses DSS04 <i>Managed Continuity</i>	50
Tabel V.1	Rekomendasi <i>Role</i>	52
Tabel V.2	Rekomendasi <i>Responsibility DSS04</i>	53
Tabel V.3	Rekomendasi <i>Skill and Awareness DSS04</i>	55

Tabel V.4	Rekomendasi <i>Communication</i> DSS02.....	56
Tabel V.5	Rekomendasi <i>Communication</i> DSS03.....	57
Tabel V.6	Rekomendasi <i>Communication</i> DSS04.....	57
Tabel V.7	Rekomendasi <i>Procedure</i> DSS04	58
Tabel V.8	Rekomendasi <i>Record</i> DSS04.....	58
Tabel V.9	Rekomendasi <i>Features</i> DSS02	59
Tabel V.10	Rekomendasi <i>Features</i> DSS03	59
Tabel V.11	<i>Impact Prioritization</i>	60
Tabel V.12	<i>Urgency Prioritization</i>	60
Tabel V.13	<i>Roadmap Priority Matrix</i>	61
Tabel V.14	<i>Prioritization of Implementation & Process Improvement</i>	61
Tabel V.15	Urutan Prioritas Perbaikan.....	62
Tabel V.16	<i>Roll Out Solution</i>	64