

DAFTAR GAMBAR

Gambar I. 1 Grafik Keluhan Pelanggan.....	3
Gambar II. 1 Gambaran Umum ITIL Versi 3	15
Gambar II. 2 ITIL Versi 3	16
Gambar II. 3 Proses Kunci Domain Service Design ITIL Versi 3.....	19
Gambar II. 4 Business Service Catalogue dan Technical Service Catalogue	23
Gambar II. 5 Proses Service Level Management.....	24
Gambar III. 1 Model Konseptual Service Design	28
Gambar III. 2 Sistematis Pemecahan Masalah	30
Gambar IV. 1 Struktur Organisasi TIM IT	37
Gambar IV. 2 Proses Bisnis Jaringan LAN	41
Gambar IV. 3 Proses Bisnis e-Office	44
Gambar IV. 4 Proses Bisnis SIGSDA.....	47
Gambar IV. 5 Tampilan Awal iTop	66
Gambar IV. 6 Tampilan pada Modul Service Management	66
Gambar V. 1 Prosedur <i>Service Catalogue Management</i>	71
Gambar V. 2 Prosedur <i>Service Level Management</i>	71
Gambar V. 3 Struktur Kerja IT	73
Gambar V. 4 TOGAF <i>Environments and Locations Diagram</i>	87