

## DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian Pertama pada Halaman
PUSAIR	Pusat Penelitian dan Pengembangan Sumber Daya Air	iii
IT	<i>Information Technology</i>	iii
ITIL	<i>Information Technology Infrastructure Library</i>	iii
ISO	<i>International Organization for Standardization</i>	4
DC	<i>Design Coordination</i>	
SCM	<i>Service Catalogue Management</i>	4
SLM	<i>Service Level Management</i>	4
CM	<i>Capacity Management</i>	4
AM	<i>Avaibility Management</i>	4
ITSCM	<i>IT Service Continuity Management</i>	4
ISM	<i>Information Security Management</i>	4
SC	<i>Supplier Management</i>	4
OGC	<i>The Office of Government Commerce</i>	13
ITSMF	<i>The IT Service Management Forum</i>	13
BSI	<i>British Standard Institute</i>	14
<i>ITSM</i>	<i>IT Service Management</i>	14
TI	Teknologi Informasi	14
CSI	<i>Continual Service Improvement</i>	18
SLA	<i>Service Level Agreements</i>	21
OLA	<i>Operational Level Agreements</i>	21
SIP	<i>Service Improvement Plan</i>	21

RACI	<i>Responsible, Accountable, Consulted dan Informed</i>	25
CMDB	<i>Configuration Management Database</i>	27
SLR	<i>Service Level Requirement</i>	29
SOP	<i>Standard Operational Procedure</i>	29
LAN	<i>Local Area Network</i>	38
SIGSDA	<i>Sistem Informasi Geografis Sumber Daya Air</i>	38
SDA	<i>Sumber Daya Air</i>	38
SD	<i>Service Design</i>	50
DS	<i>Delivery and Support</i>	50
AI	<i>Acquisition and Implementation</i>	50
PO	<i>Planning and Organization</i>	50
ME	<i>Monitor and Evaluate</i>	50
KGI	<i>Key Goal Indicators</i>	51
KPI	<i>Key Performance Indicators</i>	51
SDM	<i>Sumber Daya Manusia</i>	60
PU	<i>Pekerjaan Umum</i>	65
CIO	<i>Chief Information Officer</i>	70