

## DAFTAR SINGKATAN

<b>Singkatan</b>	<b>Nama</b>	<b>Pemakaian Pertama Pada Halaman</b>
IT	<i>Information Technologi</i>	1
LAN	<i>Local Area Network</i>	1
PUSAIR	Pusat Penelitian dan Pengembangan Sumber Daya Air	2
BMN	Barang Milik Negara	3
ISACA	<i>Information System Audit and Control Association</i>	4
ISO	International Organization for Standardization	4
COBIT	<i>Control Objectives for Information and related Technology</i>	4
ITIL	<i>Information Technology Infrastructure Library</i>	4
ITSM	<i>Information Technology Service Management</i>	4
RFC	<i>Request For Change</i>	5
SOP	<i>Standard Operational Procedure</i>	5
CSA	<i>Customer Service Area</i>	9
PSO	<i>Project Service Outage</i>	9
SACM	<i>Service Asset and Configuration Management</i>	10
CI	<i>Configuration Item</i>	10
ITGI	<i>IT Governance Institute</i>	10
OGC	<i>Office of Government Commerce</i>	13
SLA	<i>Service Level Aggrements</i>	18
CMS	<i>Configuration Management System</i>	28

RACI	<i>Responsible, Accountable, Consulted dan Informed</i>	33
ITOP	<i>IT Operational Portal</i>	35
SDA	Sumber Daya Air	47
SIGSDA	Sistem Informasi Geografis Sumber Daya Air	49
ST	<i>Service Transition</i>	58
AI	<i>Acquisition and Implementation</i>	58
PC	<i>Process Control</i>	58
DS	<i>Deliver and Support</i>	58
SDM	Sumber Daya Manusia	66
OTRS	<i>Open Technology Real Services</i>	75
IK	Instruksi Kerja	82
CIO	<i>Chief Information Officer</i>	84