

DAFTAR PUSTAKA

- (OGC), O. o. (2007). *The Official Introduction to the ITIL Service Lifecycle*. London: TSO (The Stationery Office).
- ISO/IEC 17025 (Versi Bahasa Indonesia). (2005).
<https://wiki.openitop.org/doku.php>.
- ITSM Process Interface Document*. (2009). ITSM COE.
- iTop 1.0 User's Guide*. (2010). Combodo.
- hci-til*. (2014, Desember 2). Retrieved from <http://www.hci-til.com>
- Output pengelolaan jaringan Local Area Network (LAN)*. (2014).
- Adaptasi Role and Skill Descriptions for an ITSM Implementation Project*. (n.d.).
- Adhicandra, I., Saragih, H., & Wicaksono, R. (2012). Perancangan Configuration Management Database Perusahaan untuk Meningkatkan Kinerja Layanan Teknologi Informasi. 3.
- Agustin, L. D. (2012). *Tata Kelola Infrastruktur TI dan Non TI pada kelas di Jurusan Sistem Informasi*. Surabaya.
- Awalianti, A. (2013). Penerapan dan Fungsi Manajemen Risiko Fluktuasi Harga Batu Bara berdasarkan ISO 31000 (Studi Kasus pada Perusahaan Distributor Alat Berat PT X). 19.
- Cartlidge, A., Rudd, C., Smith, M., Wigzel, P., Rance, S., Shaw, S., et al. (2012). *An Introductory Overview of ITIL 2011*. London: itSMF UK.
- Conger, S., Winniford, M., & Erickson-Harris, L. (14-17 2008). Service Management in Operations. *Paper presented at the fourteenth Americas conferencw on information systems*.
- Dokumen petunjuk pelaksanaan SMM 9001*. (n.d.).
- Fernández, A., & Llorens, F. (n.d.). An IT Governance Framework for Universities in Spain.
- Gacenga, F., & Steel, A. C. (n.d.). Performance Measurement of IT Service Management: A case study of an Australian University. 3.
- Henderi, & Subiyakto, A. (n.d.). Framework dan Prototype Tata Kelola Teknologi Informasi (TI) Pendidikan Tinggi.
- Iden, J., & Eikebrokk, T. R. (2013). Implementing IT Service Management: A systematic literature review. *International Journal of Information Management*, 1.
- Institute, I. G. (2007). *COBIT 4.1*. USA: ITGI.
- Integrasi, PT. Adhiyaksa Rekamandiri Sistem. (2013). *Laporan Assessment Sistem Networking dan Infrastruktur PUSAIR*.
- IS/ISO 9000 Quality Management Systems-Fundamental and Vocabulary*. (n.d.). 2005: BUREAU OF INDIAN STANDARDS.
- IT Governance Institute. (2008). *Mapping of ITIL v3 with COBIT 4.1*. United States of America: ITGI.
- IT Governance Institute. (2011). *Global Status Report on the Governance of Enterprise IT (GEIT)*. USA: ITGI.
- IT Service Management Forum, An Introductory Overview of ITIL V3*. (n.d.).
- ITGI. (2001). *Board Briefing on IT Governance*, IT Governance Institute. Retrieved from <http://www.itgi.org>
- ITGI. (2006). *CobiT Mapping Overview of International IT Guidance 2nd Edition*. USA: IT Governance Institute.

- Kartikasari, D. (2014). Analisis Kesenjangan antara Input dengan Output pada Pendidikan Tinggi Akuntansi di Batam. 5-6.
- Keuangan, P. M. (2007). *Patent No. NOMOR 96/PMK.06/2007*. Indonesia.
- Kurniawati, R., & Manuputty, A. D. (2013). Analisis Kualitas Layanan Teknologi Informasi dengan Menggunakan Framework Information Technology Infrastructure Library V.3 (ITIL V.3) Domain Service Transition (Studi Kasus pada Customer Service Area Telkom Salatiga). *Jurnal Teknologi Informasi-Aiti Vol 10*, 35-36.
- Lacković, I. D. (2013). Model For IT Governance Assesment in Banks Based on Integration of Control Functions. *Knowledge Management&Innovation*, 440.
- Lacy, S., & Macfarlane, I. (n.d.). *ITIL Version 3 Service Transition*. London: OGC, Office of Government Commerce.
- MENKOMINFO, P. (2010). *Patent No. 10*. Indonesia.
- Mesquida, A. L., Mas, A., Amengual, E., & Jose, C.-M. A. (2010). IT Service Management Process Improvement based on ISO/IEC 15504: A.
- Miftahuddin, Y., Ichwan, M., & Musrini, M. (2013). Penerapan Metode EAP (Enterprise Architecture Planning) pada Pembuatan Blueprint Sistem Akademik. 43.
- Mulyana, D. (2013). *Information Technology Infrastructure Library Indonesia*. Retrieved October 24, 2014, from <http://itilindo.com/>
- Nuraeni, & Bandung, Y. (2012). Pengukuran Kematangan Tata Kelola Teknologi Informasi untuk Proses Pengelolaan Layanan Gangguan TI Menggunakan COBIT. *e-Indonesia Initiative (eII) Forum ke VIII, 2012*, 2.
- Peppard, J., & Ward, J. (2004). Beyond Strategic Information Systems Towards an IS Capability. 167-194.
- Peterson, R. (2002). Information Technology Governance Processes Under Environmental Dynamis: Investigating Competing Theories of Decision-Making and Knowledge-Sharing. *IE Working Paper*.
- Pfitziger, Brend dan Jestadt, & Thomas. (2011). Orchestration of Service Design and Service Transition. *Proceedings of the Federated Conference on Computer Science and Information Systems*. 541-544.
- PT Pupuk Kalimantan Timur. (2013). *Pedoman Manajemen Risiko PT Pupuk Kalimantan Timur*.
- Radovanovic, D., Radojevic, T., Lucic, D., & Sarac, M. (2010). Analysis of Methodology for IT Governance and Information Systems Audit. *Business and Management 2010*, 947.
- Ross, J. W., Beath, C. M., & Goodhue, D. L. (1995). Developing Long-term Competitiveness Through Information Technology Assets. 4.
- Setzer, T., Bhattacharya, K., & Ludwig, H. (2008). Decision Support for Service Transition Management. 3.
- Stainberg, R. (n.d.). Retrieved 4 22, 2015, from IT Service Management Library: <http://www.itsmlib.com/>
- Sugiyono. (2007). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Surbakti, H. (2012). Managing Control Object for IT (COBIT) sebagai Standar Framework pada Proses Pengelolaan IT Governance dan Audit Sistem Informasi. *Jurnal Teknologi Informasi*.

- Surendro, K. (2008). Rancangan Tata Kelola Teknologi Informasi Untuk Pabrik Pupuk. *Jurnal Informatika VOL. 9*, 115.
- Talla, M., & Valverde, R. (2013). An Implementation of ITIL Guidelines for IT Support Process in a Service Organization. *III*.
- Tan, W.-g., Cater-steel, A., & Toleman, M. (2009). Implementing IT Service Management: A Case Study Focussing on Critical Success Factor.
- Van Grembergen, W., & De Haes, S. (2005). Measuring and Improving IT Governance Through the Balanced Scorecard. *Information System Control Journal*, 2.