

DAFTAR SINGKATAN

Singkatan	Nama	Pertama digunakan pada halaman
CI	<i>Configuration Items</i>	22
CMDB	<i>Configuration Management Database</i>	23
CMS	<i>Configuration Management System</i>	23
COBIT	<i>Control Objective for Inforamtion and Related Technology</i>	4
Diskomifo	Dinas Komunikasi dan Informatika	1
GRC	<i>Governance, Risk, Compliance</i>	30
ISO	<i>International Organization for Standardization</i>	8
IT	<i>Information Tecnology</i>	1
ITIL	<i>Information Technology Infrastructure Library</i>	3
ITSM	<i>IT Service Management</i>	3
KMS	<i>Knowledge Managemnet System</i>	56
RACI	<i>Responsibility, Accountability, Consultancy, Informational</i>	31
RFC	<i>Request For Change</i>	21
SACM	<i>Service Asset and Configuration Management</i>	37
SDM	Sumber Daya Manusia	14
SLA	<i>Service Level Management</i>	12
SOP	<i>Standard Operasional Procedure</i>	24
TI	Teknologi Informasi	1