

DAFTAR PUSTAKA

- Ackerman, M. S., & Halverson, C. (2003). *Sharing Expertise: The Next Step for Knowledge Management*. MIT Press.
- Balafif, N. (2013, April 20). Retrieved from staff.unipdu.ac.id : <http://staff.unipdu.ac.id/nufan/2013/04/20/pengenalan-php-hypertext-processor/>
- Dalkir, K. (2005). *Knowledge Management in Theory and Practice*. Elsevier Inc.
- Nonaka, I., & Takeuchi, H. (1995). *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation*. Oxford University Press.
- PT. Telekomunikasi Selular. (2015). *Annual Report PT. Telekomunikasi Selular 2014*.
- PT. Telekomunikasi Selular. (2015). *Dokumen PT. Telekomunikasi Selular 2015*.
- Raharjo, B. (2015). *Belajar Otodidak Membuat Database Menggunakan MySQL*. Bandung: Penerbit Informatika.
- Rational Software Corporation. (1998). Rational Unified Process Best Practices for Software Development Teams.
- Schwartz, D., & Te'eni, D. (2001). *Encyclopedia of Knowledge Management 2nd Edition*. Information Science Reference.
- Sidik, B. (2012). *Framework CodeIgniter : Menggunakan Framework CodeIgniter 2.X Untuk Memudahkan Pengembangan Pemrograman Aplikasi Web Dengan PHP 5*. Bandung: Penerbit Informatika.
- Sveiby, K. E. (1997). *The New Organizational Wealth: Managing & Measuring Knowledge-based Assets*. Berret-Koehler Publisher Inc.
- Tiwana, A. (1999). *Knowledge Management Toolkit*. Prentice Hall PTR.
- Wenger, E., McDermott, R., & Snyder, W. M. (2002). *Cultivating Communities Of Practice*. Harvard Business School Press.

Wickramasinghe, N., & Von_Lubitz, D. K. (2007). *Knowledge-Based Enterprise: Theories and Fundamentals*. Idea Group Inc.