

Daftar Gambar

GAMBAR 2.1 PERSPEKTIF ITSM [13]	5
GAMBAR 2.2 SIKLUS LAYANAN ITIL V.3 [2].....	7
GAMBAR 2.3 DAUR HIDUP LAYANAN ITIL V.3 [23]	8
GAMBAR 2.4 ITIL V.3 INCIDENT MANAGEMENT [6].....	11
GAMBAR 2.5 PROCESS MATURITY FRAMEWORK [21]	13
GAMBAR 2.6 STRUKTUR GQM [22].....	15
GAMBAR 3.1 METODELOGI PENELITIAN	16
GAMBAR 4.1 TAHAPAN INCIDENT MANAGEMENT BERDASARKAN FRAMEWORK BEST PRACTICE ITIL V.3 [6]	29
GAMBAR 4.3 HASIL TINGKAT KEMATANGAN PROSES MANAJEMEN INSIDEN	59