

DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian Pertama Kali pada Halaman
TI	Teknologi Informasi	1
<i>IT</i>	<i>Information Technology</i>	1
IMT	Institut Manajemen Telkom	3
YPT	Yayasan Pendidikan Telkom	3
SIM	Sistem Informasi Manajemen	3
<i>COBIT</i>	<i>Control Objective for Information and Related Technology</i>	5
<i>ITIL</i>	IT Infrastructure Library	5
<i>ISO</i>	International Standar Organization	5
<i>SMS</i>	<i>Service Management Standard</i>	6
<i>EDM</i>	Evaluate Direct Monitor	7
<i>MEA</i>	Monitor Evaluate Assess	7
<i>Renstra</i>	Rencana Strategi	8
<i>PAM</i>	Process Assessment Model	14
<i>PRM</i>	Process Refference Model	14
<i>APO</i>	Align Plan Organize	24
<i>BAI</i>	Build Acquire Implement	25
<i>DSS</i>	Delivery Service Suport	25
LHP	Laporan Hasil Penilaian	35