

## DAFTAR GAMBAR

Gambar II- 1 <i>Perspecive</i> /atribut ITSM .....	10
Gambar II- 2 <i>IT Service lifecycle</i> .....	12
Gambar II- 3 Proses Pada <i>Service Design</i> .....	13
Gambar II- 4 <i>Grand Design</i> Arsitektur Sistem dan Aplikasi PT Pos Indonesia.....	4
Gambar III- 1 Model Konseptual .....	19
Gambar III- 2 Sistematika Penelitian .....	21
Gambar V- 1 Perancangan <i>Service Design Package</i> .....	62
Gambar V- 2 Perancangan <i>Service Portofolio &amp;Service Catalogue Management</i> .....	63
Gambar V- 3 Perancangan <i>Service Level Management</i> .....	64
Gambar V- 4 Perancangan <i>Availability Management</i> .....	65
Gambar V- 5 Perancangan <i>Capacity Management</i> .....	66