

## DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian pertama kali pada halaman
1. TI	Teknologi informasi	1
2. PT	Perseroan Terbatas	1
3. GCG	<i>Good Corporate Governance</i>	1
4. BUMN	Badan Usaha Milik Negara	2
5. COBIT	<i>Control objectives for Information and Related Technology</i>	2
6. ITIL	<i>Information Technology Infrastructure Library</i>	3
7. ITSM	<i>IT Service Management</i>	3
8. MOF	<i>Microsoft Operation Framework</i>	3
9. GEIT	<i>Global Status Report on the Governance of Enterprise IT</i>	3
10. OGC	<i>Office Governance Commerce</i>	4
11. ISO	<i>International Standardization for Organization</i>	4
12. BSM	<i>Business Service Management</i>	5
13. CMMI	<i>Capability Maturity Model Integration</i>	5
14. ERP	<i>Enterprise Resource Planning</i>	6
15. SAP	<i>System Analysis and Program Development</i>	6
16. ROI	<i>Return of Investment</i>	7
17. FICO	<i>Financial and Controlling</i>	11
18. CISA	<i>Certified Information System Auditor</i>	12
19. SMART	<i>Specific, Measurable, Achievable, Relevant and Time-bound</i>	12
20. ITSMF	<i>The IT Service Management Forum</i>	14
21. H/W	<i>Hardware</i>	17
22. S/W	<i>Software</i>	17
23. DC	<i>Design Coordination</i>	17
24. SCM	<i>Service Catalogue Management</i>	17
25. SLM	<i>Service Level Management</i>	18
26. SIP	<i>Service Improvement Plan</i>	18
27. SQP	<i>Service Quality Plan</i>	18
28. SLR	<i>Service Level Requirement</i>	18
29. SLA	<i>Service Level Agreement</i>	18
30. OLA	<i>Operational Level Agreement</i>	18
31. CM	<i>Capacity Management</i>	18
32. AM	<i>Availability Management</i>	19
33. RACI	<i>Responsibility, Accountability, Conculancy dan Informational</i>	25
34. RJP	Rencana Jangka Panjang	26

35. QA	<i>Quality Assurance</i>	34
36. TKPP	Tenaga Kontrak atau Tenaga Kerja Profesional Perusahaan	34
37. VP	<i>Vice President</i>	34
38. RSTI	Rencana Strategis Teknologi Informasi	40
39. R/3	<i>Three Tier</i>	43
40. SWOT	<i>Strenght, Weakness, Opportunity, Threat</i>	44
41. BOD	<i>Board of Director</i>	44
42. BPKP	Badan Pengawas Keuangan dan Pembangunan	48
43. SDM	Sumber Daya Manusia	49
44. MOR	<i>Management of Risk</i>	54
45. UPT	Unit Pelayanan Terpadu	54
46. GOL	Giro online	55
47. WU	Wesel Union	55
48. AP	Anggaran dan realisasi	55
49. AP	<i>Account Payable</i>	55
50. AR	<i>Account Receivable</i>	55
51. PPN	Pajak Pembangunan Nasional	55
52. PPH	Pajak Penghasilan	55
53. PSO	<i>Public Service Obligation</i>	56
54. COPA	<i>Cobtrolling Profitability Analysis</i>	56