

## DAFTAR SINGKATAN

| Singkatan | Kepanjangan  | Pemakaian Pertama<br>Kali pada Halaman |
|-----------|--|--|
| ITSM      | <i>Information Technology Service<br/>Management</i>   | 2                                      |
| ITIL      | <i>Information Technology Infrastructure<br/>Library</i>   | 3                                      |
| EA        | <i>Enterprise Architecture</i>   | 6                                      |
| ADM       | <i>Architecture Development Method</i>   | 7                                      |
| YPT       | Yayasan Pendidikan Telkom  | 7                                      |
| SISFO     | Sistem Informasi   | 7                                      |
| GCG       | <i>Good Corporate Governance</i>   | 10                                     |
| 4P        | <i>People, Products, Process, Partners</i>   | 11                                     |
| SOTK      | Struktur Organisasi dan Tata Kelola  | 27                                     |
| SLA       | <i>Service Level Agreement</i>   | 27                                     |
| Renstra   | Rencana Strategis  | 30                                     |
| WCU       | <i>World Class University</i>  | 51                                     |
| WIG       | <i>Wildly Important Goal</i>   | 51                                     |
| PRIME     | <i>Professionalism, Recognition of<br/>achievement, Integrity, Mutual respect<br/>Entrepreneurship</i> | 53                                     |
| OPSI      | Operasional Sistem Informasi   | 54                                     |
| KOMLAC    | Komunikasi dan Layanan Customer  | 54                                     |
| RISBANGSI | Riset dan Pengembangan Sistem<br>Informasi   | 54                                     |
| SKMS      | <i>Service Knowledge Management<br/>Systems</i>  | 107                                    |