

DAFTAR PUSTAKA

- [1] R. Skrilletz, "How to Make IT a Business Enabler," 27 December 2013. [Online]. Available: <http://www.b-eye-network.com/view/16788>.
- [2] ITIL 2011 Edition, Service Strategies, London: Office Of Government Commerce, 2011.
- [3] R. Skrilletz, "IT Has Become a Business Obstacle," 27 December 2013. [Online]. Available: <http://www.b-eye-network.com/view/16787>.
- [4] Provance Technologies Inc., "The Benefits of Combined IT Service Management and IT Asset Management," *A Provance White Paper*, p. 3, 2010.
- [5] C. H. Hiong, "Implementing an IT Service Management Architecture," Bangkok, 2008.
- [6] S. Mann, "ITIL Global Adoption Rates, Well At Least A Good Indication Of Where It Is At," Forrester, 3 Januari 2012. [Online]. Available: http://blogs.forrester.com/stephen_mann/12-01-03-itil_global_adoption_rates_well_at_least_a_good_indication_of_where_it_is_at. [Accessed 23 Mei 2014].
- [7] D. Topalovic, "ITIL & ISO 20000 Blog," 27 December 2013. [Online]. Available: <http://www.20000academy.com/Blog/March-2013/ITIL-and-ISO-20000-A-Comparison>.
- [8] Gartner, "Gartner IT Glossary - Enterprise Architecture (EA)," Gartner, [Online]. Available: <http://www.gartner.com/it-glossary/enterprise-architecture-ea/>. [Accessed 23 May 2014].

- [9] P. Weill, "Innovating with Information Systems: What do the most agile firm in the world do?," in *Sixth e-Business Conference*, Barcelona, 2007.
- [10] E. B. Setiawan, "Pemilihan EA Framework," in *Seminar Nasional Aplikasi Teknologi Informasi*, Yogyakarta, 2009.
- [11] ISO/IEC, *Information technology - Service management - Part 1: Service management system requirements*, ISO/IEC 2011, 2011.
- [12] I. Menken, *ITIL V3 Implementation Quick Guide – The Art of Stress-Free IT Service Management – Second Edition*, Queensland: Emereo Pty Ltd., 2010.
- [13] Office of Government Commerce, *Service Design*, London: The Stationary Office, 2011.
- [14] The Open Group, *TOGAV Version 9.1*, United States: The Open Group, 2011.
- [15] C. I. C. V. 1.0, *A Practical Guide to Federal Enterprise Architecture*, Chief Information Council, 2001.
- [16] T. v. Sante and J. Ermers, *ITIL and TOGAF 9.1: two frameworks*, The Stationery Office, 2013.
- [17] G. Alpa, "General Principles of Law," *Annual Survey of International & Comparative Law*, vol. 1, 1994.
- [18] RSteinberg, *A Starter Set of ITSM Guiding Principles*, ITSM Community, 2006.
- [19] ISACA, "COBIT 5," in *A Business Framework for the Governance and Management of Enterprise IT*, Illinois, ISACA, 2012, pp. 85-86.

- [20] Microsoft, "Microsoft Developer Network," Microsoft, [Online]. Available: <http://msdn.microsoft.com/en-us/library/ee658094.aspx>. [Accessed 3 Juni 2014].
- [21] Crown, "Abbreviations and Glossary," in *Service Design*, London, The Stationary Office, 2011, pp. 383 - 428.
- [22] IBAT College Intranet, "Infrastructure Components," [Online]. Available: http://intranet.ibat.ie/moodle/course/is_management/mis10e/ch5/chpt5-2bullettext.htm. [Accessed 6 June 2014].
- [23] P. Mell and T. Grance, *The NIST Definition of Cloud Computing*, Gaithersburg: NIST Special Publication 800-145, 2011.
- [24] P. Berndt, M. Hovestadt and O. Kao, "Architecture for Realizing Cloud-based IT infrastructures," in *Computing Technology and Information Management (ICCM), 2012 8th International Conference*, Seoul, 2012.
- [25] ECORYS Transport; CE Delft, "Infrastructure expenditures and costs," ECORYS, Rotterdam, 2005.
- [26] Salesforce, "Social Success: Why Move to the Cloud? 10 Benefits of Cloud Computing," Salesforce, [Online]. Available: <http://www.salesforce.com/uk/socialsuccess/cloud-computing/why-move-to-cloud-10-benefits-cloud-computing.jsp>. [Accessed 10 June 2014].
- [27] K. Raza and M. Turner, "Cisco Network Topology and Design," Cisco Press, 2012.
- [28] SemSim.com, "The Cisco Three-Layered Hierarchical Model," [Online]. Available: http://www.mcmcse.com/cisco/guides/hierarchical_model.shtml. [Accessed 13 Juni 2014].

- [29] J. Dugmore, *Achieving ISO/IEC 20000 - The Differences Between BS 15000 and ISO/IEC 20000*, BSI Group, 2006.
- [30] G. Blokdiik, *The Art of Service: How to Develop, Implement and Enforce ITIL V3 Best Practices*, London: Emero Pty Ltd, 2009.
- [31] *Global AXELOS Survey*, 2013.
- [32] S. Mann, "ITIL in 2014: The Results Of A Global AXELOS Survey," *Service Now*, 5 March 2014. [Online]. Available: <https://community.servicenow.com/community/learn/blog/2014/03/05/itil-in-2014-the-results-of-a-global-axelos-survey>. [Accessed 23 May 2014].
- [33] Laboratorium SIPO, "BAB I: Penyusunan Kuesioner," in *Pelatihan "Jurus Jitu Membuat Kuesioner"*, Bandung, Laboratorium SIPO, 2012, pp. 1-48.