

DAFTAR SINGKATAN

Singkatan	Kepanjangan	Penggunaan Pertama Pada Halaman
ITSM	Information Technology System Management	2
ISO	Internasional Organization for Standardization	2
IEC	Internasional Electrotechnical Commission	2
TI	Teknologi Informasi	1
ITIL	Information Technology Infrastructure Library	2
SLA	Service Level Agreement	12
SMS	Service Management System	8
BS	British Standard	8
BSI	British Standards International	8
PDCA	Plan, Do, Check, Control	14
OGC	Office Of Government	7
B2B	Business To Business	2
CI	Configuration Items	13