

## DAFTAR SINGKATAN

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	1
UMKM	Usaha Mikro Kecil Menengah	14
BAI	<i>Build, Align, Implement</i>	15
APO	<i>Align, Plan, Organize</i>	16
EDM	<i>Evaluate, Direct, Monitor</i>	16
DSS	<i>Deliver, Service, Support</i>	16
MEA	<i>Monitor, Evaluate, Assess</i>	16
ISO	<i>International Organizational for Standardization</i>	19
RACI	<i>Responsible, Accountable, Consulted, Informed</i>	32
ITG	<i>IT Related Goal</i>	53
PAM	<i>Process Assessment Model</i>	71