

## DAFTAR SINGKATAN

| Singkatan | Nama                                                  |
|-----------|-------------------------------------------------------|
| TI        | Teknologi Informasi                                   |
| IT        | <i>Information Technology</i>                         |
| ISO       | <i>International Organization for Standardization</i> |
| ITIL      | <i>Information Technology Infrastructure Library</i>  |
| UMKM      | Usaha Mikro Kecil dan Menengah                        |
| CV        | Commanditaire Vennootschap                            |
| RACI      | <i>Responsible, Accountable, Consulted, Informed</i>  |
| ITSM      | <i>Information Technology System Management</i>       |
| OGC       | <i>Office of Government Commerce</i>                  |
| SMS       | <i>Service Management System</i>                      |