

DAFTAR SINGKATAN

IT	<i>Information Technology</i>
ITIL	<i>Information Technology Infrastructure Library</i>
ITSM	<i>Information Technology Service Management</i>
OGC	<i>The Office of Government Commerce</i>
RACI	<i>Responsible, Accountable, Consulted and Informed</i>
PT	Perseroan Terbatas