

## DAFTAR ISTILAH

Istilah	Nama	Pemakaian pertama kali pada halaman
ITIL	<i>Information Technology Infrastructure Library</i>	1
BUMN	Badan Usaha Milik Negara	1
IT	<i>Information Technology</i>	1
TI	Teknologi Informasi	1
PT	Perseroan Terbatas	2
V3	<i>Version 3</i>	2
BRT	<i>Bus Rapid Transit</i>	2
BLU	Badan Layanan Umum	2
UPTB	Unit Pengelola Transjakarta Busway	2
SOP	<i>Standard Operational Procedure</i>	2
SML	<i>Service Management Layer</i>	7
ITSM	<i>Information Technology Service Management</i>	7 12
CI	<i>Configuration Item</i>	17
OLA	<i>Operation Level Agreement</i>	18
SLA	<i>Service Level Agreement</i>	19
ITOC	<i>Information Technology Operation Center</i>	48
TIPA	<i>Tudor IT Processes Assessment</i>	76