

DAFTAR ISTILAH

BSC TI	: <i>Balanced Scorecard</i> Teknologi Informasi
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ISACA	: <i>Information Systems Audit and Control Association</i>
ITGI	: <i>IT Governance Institute</i>
KPI	: <i>Key Performance Indicator</i>
COBIT	: <i>Control Objectives for Information and related Technology</i> panduan standar praktek manajemen TI.
GAMAS	: <i>Gangguan masal (Global Issue)</i>
NPS	: <i>Net Promoter Score</i>
DES	: <i>Divisi Enterprise Service</i>
DES-ERS	: <i>Divisi Enterprise Service – Energy and Resource Service</i>
DES-MCS	: <i>Divisi Enterprise Service – Media and Communication Service</i>
DES-MLS	: <i>Divisi Enterprise Service – Maritime and Logistics Service</i>
DES-TRS	: <i>Divisi Enterprise Service – Transportation Management Service</i>
EGIT	: <i>Enterprise Government of Information and Technology</i>