

DAFTAR ISTILAH

AG	: <i>Alignment Goals</i>
BSC	: <i>Balanced Scorecard</i>
BSC TI	: <i>Balanced Scorecard TI</i>
COBIT	: <i>Control Objective for Information and Related Technology</i>
CSS	: <i>Commerce and Community Service</i>
CTS	: <i>Commercial Tourism Service</i>
Divisi	: Merujuk pada <i>Solution, Delivery and Assurance</i> secara keseluruhan
DBS	: <i>Divisi Business Service</i>
DES	: <i>Divisi Enterprise Service</i>
EMS	: <i>Education Management Service</i>
EOS	: <i>Employee on Site</i>
EVP	: <i>Eksekutif Vice President</i>
GAMAS	: <i>Gangguan Massal</i>
HBS	: <i>Hospitaly Business Service</i>
KPI	: <i>Key Performance Indicator</i>
LBS	: <i>Logistic Business Service</i>
LGS	: <i>Local Government Service</i>
MDT	: <i>Maximum Down Time</i>
MBS	: <i>Manufacture Business Service</i>
MMS	: <i>Manufacturing Management Service</i>
MLS	: <i>Maritime Logistic Service</i>
MPS	: <i>Millitary and Police Service</i>
NPS	: <i>Net Promoter Score</i>
RBS	: <i>Regional Banking Service</i>
SDA	: <i>Solution, Delivery, and Assurance</i>
SLA	: <i>Service Level Agreement</i>
SLG	: <i>Service Level Guarantee</i>
TBS	: <i>Trading Business Service</i>
TI	: <i>Teknologi Informasi</i>
TTR	: <i>Time To Resolve</i>
Unit	: Merujuk pada <i>Unit Business Complaint Handling</i> yang merupakan bagian dari unit-unit yang ada pada Divisi SDA