

DAFTAR ISTILAH

Istilah	Kepanjangan	Halaman pertama kali digunakan
PDCA	: Plan-Do-Check-Act	14
FCAPS	: Fault, Configuration, Accounting, Performance, Security	13
SOP	: Standar Operasional Prosedur atau Standard Operational Procedure	16
ISO	: International Organization for Standardization	13
SI	: Sistem Informasi	19
NMS	: Network Management System	20