

## DAFTAR ISTILAH

| Istilah | Deskripsi                                                             | Halaman<br>pertama kali<br>digunakan |
|---------|-----------------------------------------------------------------------|--------------------------------------|
| PDCA    | : Plan-Do-Check-Act                                                   | 2                                    |
| FCAPS   | : Fault, Configuration, Accounting, Performance,<br>Security          | 2                                    |
| SOP     | : Standar Operasional Prosedur atau Standard<br>Operational Procedure | 3                                    |
| ISO     | : International Organization for Standardization                      | 2                                    |
| SI      | : Sistem Informasi                                                    | 9                                    |
| NMS     | : Network Management System                                           | 9                                    |
| IETF    | : Internet Engineering Task Force                                     | 11                                   |
| RFC     | : Request for Comments                                                | 11                                   |
| ISMS    | : Information Security Management System                              | 13                                   |