

DAFTAR PUSTAKA

- Ersue, M., & Claise, B. (2012). *RFC 6632 IETF Management Standards*.
<http://trustee.ietf.org/license-info>
- Fridayanti, A. M., & Wachidah, L. (2022). Siklus PDCA (Plan, Do, Check, Act) untuk Mengurangi Cacat Produk Sosis di PT.Serena Harsa Utama. *Bandung Conference Series: Statistics*, 2(2), 197–206.
<https://doi.org/10.29313/bcss.v2i2.3848>
- Gaol, J. (2008). *Sistem Informasi Manajemen*. Grasindo.
https://books.google.co.id/books?hl=en&lr=&id=VFFQD2eHGYYC&oi=fnd&pg=PR14&dq=manajemen+&ots=UuaZIOJ17W&sig=hvKUJmO7qUveivPDHL2wuHkjlhw&redir_esc=y#v=onepage&q=manajemen&f=false
- Harahap, E. (2012). *Prediksi Kemacetan pada Jaringan Komputer Menggunakan Metode Naive Bayesian Classifier* (Vol. 12, Issue 1).
- Hwojooon, K., Benson, T., & Akella, A. (2011). *The Evolution of Network Configuration: A Tale of Two Campuses*. ACM.
- Isworo, B., & Purnawan, P. W. (2016). *Managed Service Network Management System (NMS) Berdasarkan Fault, Configuration, Accounting, Performance, Security (FCAPS) Management*.
<https://doi.org/10.13140/RG.2.2.18486.60481>
- Kenneth, U. O., Akukwe, A. C., Alphonsus, A. O., & Elochukwu, U. (2011). The use of FCAPS and ITIL in managing the network of a medium to large public sector organisation. *Asian Journal of Information Technology*, 10(6), 240–248. <https://doi.org/10.3923/ajit.2011.240.248>
- Kwiecień, A., & Opielka, K. (2012). *Management of Industrial Networks Based on the FCAPS Guidelines*. <http://www.polsl.pl>
- Li, X., Zhou, T., Mao, J., Wang, L., Yang, X., & Xie, L. (2023). Application of the PDCA cycle for implementing the WHO Safe Childbirth Checklist in

- women with vaginal deliveries. *Medicine (United States)*, 102(18), E33640.
<https://doi.org/10.1097/MD.00000000000033640>
- Lubis, F., & Lubis, M. (2020). Network Fault Effectiveness and Implementation at Service Industry in Indonesia. *Journal of Physics: Conference Series*, 1566(1). <https://doi.org/10.1088/1742-6596/1566/1/012080>
- Lubis, M., Muslim, A. A., & Lubis, A. R. (2023a). Assessment of Network Configuration Management (CM) and Data Stewardship in the Indonesian Boarding School. *Lecture Notes in Networks and Systems*, 465, 41–50.
https://doi.org/10.1007/978-981-19-2397-5_5
- Lubis, M., Muslim, A. A., & Lubis, A. R. (2023b). Assessment of Network Configuration Management (CM) and Data Stewardship in the Indonesian Boarding School. *Lecture Notes in Networks and Systems*, 465, 41–50.
https://doi.org/10.1007/978-981-19-2397-5_5
- Manghani, K. (2011). Quality assurance: Importance of systems and standard operating procedures. *Perspectives in Clinical Research*, 2(1), 34.
<https://doi.org/10.4103/2229-3485.76288>
- Mwiinga, P. (2023). *Information Systems & Computer Software Packages*.
<https://www.researchgate.net/publication/372499276>
- Pratiwi, A. D., Hatta, P., & Efendi, A. (2021). STUDI KELAYAKAN TRAINER JARINGAN KOMPUTER SEBAGAI MEDIA BELAJAR PADA PRAKTIKUM JARINGAN KOMPUTER DASAR. *Jurnal Ilmiah Pendidikan Teknik Dan Kejuruan*, 14(1), 25.
<https://doi.org/10.20961/jiptek.v14i1.17662>
- Riana, E., Eka, M., Sulistyawati, S., & Putra, O. P. (2022). Analisis Maturity Level Dan PDCA Dalam Penerapan Proses Audit SMKI (Information Security Management System) Menggunakan ISO 27001:2013 Pada PT Indonesia Game. *Pada PT Indonesia Game. Informatics for Educators and Professionals : Journal of Informatics*, 7(1), 39–50.

- Rizal, J. (2021, November 17). *Indihome Gangguan Dikeluhkan Pelanggan, Ini Penjelasan Indihome.* Kompas.Com.
<https://www.kompas.com/tren/read/2021/11/17/144841465/indihome-gangguan-dikeluhkan-pelanggan-ini-penjelasan-indihome?page=all#page2>
- Rizaldi Seputra, M., Ramadhan, G., Nur Hafizah Hersyaf, T., Nur Rokhman, A., Ir Juanda nomor, J. H., & Tangerang Selatan, K. (2017). *PENTINGNYA IMPLEMENTASI ISO 27001 DALAM MANAJEMEN KEAMANAN : SISTEMATIKA REVIEW.*
- Rusdiana, A. (2014). *Manajemen Operasi.*
- Sanjaya, W., & Setiawati, D. (2022). *PROSIDING SEMMAU 2022 IMPLEMENTASI MODEL OODA LOOP DALAM PEMANFAATAN E-COMMERCE UNTUK Mendukung UMKM Produk Unggulan Kota Boyolali.*
- Siregar, N., Siahaan, N., Nasution, I., Claudia, M., & Sitompul, D. (2023). Computer Network. *International Journal of Computer Network and Information Security.*
- Solehfuddin, M., & Awaludin, M. (2016). PENERAPAN SIMPLE NETWORK MANAGEMENT PROTOCOL PADA FCAPS UNTUK MONITORING SERVER BERBASIS ANDROID STUDI KASUS PT JARING SYNERGI MANDIRI. *Jurnal CKI On SPOT*, 9(2).
- Sri, B., Isworo, E., & Purnawan, P. W. (2016). *MANAGED SERVICE NETWORK MANAGEMENT SYSTEM (NMS) BERDASARKAN FAULT, CONFIGURATION, ACCOUNTING, PERFORMANCE, SECURITY (FCAPS) MANAGEMENT.*
- Susanto. (2009). *MANAJEMEN JARINGAN KOMPUTER (Network computer Management).*
- Tanovic, A., Butkovic, A., Orucevic, F., & Mastorakis, N. (2014). *Improvement of ISO/IEC 20000 standard through the combination with ISO/IEC 27001.*

- Widjajarto, A., Lubis, M., & Rizal Syahputra, M. K. (2019). Optimization performance management with FCAPS and ITILv3: Opportunities and obstacles. *Indonesian Journal of Electrical Engineering and Computer Science*, 17(1), 281–290. <https://doi.org/10.11591/ijeecs.v17.i1.pp281-290>
- Zahroti, E. N. (2018). PENDEKATAN PDSA UNTUK PERBAIKAN PROSES PADA INDIKATOR SASARAN KESELAMATAN PASIEN DI RUMAH SAKIT. *Jurnal Administrasi Kesehatan Indonesia*, 6(2), 111. <https://doi.org/10.20473/jaki.v6i2.2018.111-121>