

DAFTAR SINGKATAN

Istilah	Deskripsi	Halaman pertama kali digunakan
ITIL	: <i>Information Technology Infrastructure Library</i>	12
MTBF	: <i>Mean Time Between Failures</i>	13
MTTR	: <i>Mean Time to Repair</i>	13
SLA	: <i>Service Level Agreement</i>	29
TIPA	: <i>The IT Process Assessment</i>	29