

## DAFTAR SINGKATAN

Istilah	Kepanjangan Arti	Halaman Pertama Muncul
KPI	<i>Key Performance Indicator</i>	2
SLA	<i>Service Level Agreement</i>	4
SLG	<i>Service Level Guarantee</i>	4
BSC	<i>Balanced scorecard</i>	5
PRISM	<i>Performance Prism</i>	5
IPMS	<i>Integrated Performance Management System</i>	5
KPI	<i>Key Performance Indicator</i>	22
SWOT	<i>Strenght Wekaness Oppportunity Threats</i>	24
TOWS	<i>Threats, Opportunities, Weakness, Strength</i>	25
AHP	<i>Analytical Hierarchy Process</i>	26