

DAFTAR SINGKATAN

Singkatan	Kepanjangan	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	1
ITSM	<i>Information Technology Service Management</i>	1
ITIL	<i>Information Technology Infrastructure Library</i>	2
ITSS	<i>Information Technology Service & Solution</i>	3
PA	<i>Process Attribute</i>	20
RFC	<i>Request for Change</i>	30
CI	<i>Configuration Item</i>	34
SOP	<i>Standard Operating Prosedure</i>	109