

## DAFTAR SINGKATAN

<b>Singkatan</b>	<b>Nama</b>	<b>Pemakaian Pertama pada Halaman</b>
Tel-U	Telkom University	1
WCU	<i>World Class University</i>	1
BAN-PT	Badan Akreditasi Nasional Perguruan Tinggi	2
ISO	<i>International Standard Organization</i>	2
SISFO	Direktorat Sistem Informasi	2
iGracias	<i>Integrated Academic Information System</i>	3
CobIT	<i>Control Objectives for Information Technology</i>	3
TI	Teknologi Informasi	3
ITIL	<i>Information Technology Infrastructure Libraty</i>	3
ITSM	<i>Information Technology Service Management</i>	3
SLA	<i>Service Level Agreement</i>	9
OGC	<i>Office of Government Commerce</i>	10
PDCA	<i>Plan-Do-Check-Act</i>	20
CIO	<i>Chief Information Officer</i>	38
BAA	Bagian Administrasi Akademik	39
LAA	Layanan Administrasi Akademik	40
SDM	Sumber Daya Manusia	43
RACI	<i>Responsible, Accountable, Consulted and Informed</i>	43