

DAFTAR PUSTAKA

- Profil Telkom University. Website resmi Tel-U:
(<http://www.telkomuniversity.ac.id/index.php/page/profile>)
- Rencana Strategis Telkom University 2013-2017.
- Yunis, Surendro, Panjaitan. (2010). Pengembangan Model Arsitektur Enterprise untuk perguruan tinggi.
- Jung-Hoon Park. (2011). *Building up an IT Services Management System through the ISO 20000 Certification*.
- Santi Cots. (2011). *Implementing ISO 20000: Proposal from the learned lessons*.
- van Bon, J. (2007). *IT Service Management: An Introduction*. Van Haren Publishing.
- Menken, I. (2010). *ITIL V3 Implementation Quick Guide – The Art of Stress-Free IT Service Management – Second Edition*. Queensland: Emereo Pty Ltd.
- Wibowo, Ari Mukti. (2011). Pengantar IT Infrastructure Library v3.
- Global AXELOS Survey. (2013).
- Charlene da Silva. (2014). *IT Service Management and ISO 20000: A case study in an IT Remote Support Company*.
- Santi Cots. (2013). *Exploring the Service Management Standard ISO 20000*.
- The W. Edwards Deming Institute. (2015). Site : (<http://www.demings.org>).
- Van Grembergen.(2011). *IT Governance and Mechanism*.
- Kridanto Surendro. (2009). Tata Kelola Teknologi Informasi.
- Lynda Cooper. (2011). *ISO Schemes: IT Service Management*.
Site: (<http://blog.apmg-international.com>).
- Erlangga Al Faroz. (2013). Perancangan SLA Teknologi Informasi Berbasis Standar ISO 20000 dan ITILv3 pada PT XYZ, 2013.
- Gad J. Selig. (2015). *Implementing Effectice IT Govenance and IT Management*
- Setiawan, Erwin Budi. (2005). Perencanaan Arsitektur Enterprise di STT Telkom. Bandung.

Sardi, Indra Lukmana. (2015). Perancangan Model Arsitektur Enterprise Pasca Merger di Universitas Telkom, Bandung.

Ninditarini, Woro. (2014). Perancangan Service Design pada Layanan Jasa Keuangan di PT. Pos Indonesia Menggunakan Framework Itil Versi 2011.

Wibowo, Arianto Mukti. (2012). *Pengenalan IT Infrastructure Library v3 Service Design*.

