

## DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian pertama kali pada halaman
PT	Perseroan Terbatas	1
e-TOM	<i>enhanced Telecom Operation Map</i>	2
SLA	<i>Service Level Agreement</i>	2
SLG	<i>Service Level Guarantee</i>	2
ITU	<i>International Telecommunication Union</i>	2
TMN	<i>Tele Management Network</i>	2
TMF	<i>Tele Management Forum</i>	2
BPI	<i>Business Process Improvement</i>	5
ARIS	<i>Architecture of Integrated Information System</i>	7
NVA	<i>Non Value Added</i>	14
RVA	<i>Real Value Added</i>	14
BVA	<i>Business Value Added</i>	14
HO	<i>Head Office</i>	35
RO	<i>Regional Office</i>	35
Ccare	<i>Customer Care</i>	41