

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama Pemakaian	Pertama kali pada halaman
RKA	Rencana Kegiatan dan Anggaran	1
YPT	Yayasan Pendidikan Telkom	1
eTOM	<i>Enhanced Telecom Operations Map</i>	6
BPR	<i>Business Process Reengineering</i>	7
IBM	<i>International Business Machines</i>	8
DRG	<i>Direct Response Group</i>	8
BPI	<i>Business Process Improvement</i>	12
BPA	<i>Business Process Automation</i>	13
POAC	<i>Planning, Organizing, Actuating and Controlling</i>	19
ITB	Institut Teknologi Bandung	25
ICT	<i>Information and Communications Technologies</i>	16
PBM	Proses Belajar Mengajar	54