

Daftar Tabel

Tabel 4.1 Identifikasi Manajemen Layanan E-learning.....	17
Tabel 4.2 Mapping pada service design.....	19
Tabel 4.3 Mapping business goals pada service design.....	21
Tabel 4.4 Penjelasan process diagram E-learning.....	22
Tabel 4.5 Guideline sesuai domain service design.....	24
Tabel 4.6 Analisis Gap <i>Service Catalogue Management</i>	26
Tabel 4.7 Analisis Gap <i>Service Level Management</i>	27
Tabel 4.8 Analisis Gap <i>Capacity Management</i>	28
Tabel 4.9 Analisis Gap <i>Availability Management</i>	29
Tabel 4.10 Analisis Gap <i>IT Service Continuity Management</i>	30
Tabel 4.11 Analisis Gap <i>Information Security Management</i>	31