

Daftar Gambar

Gambar 2.1 Halaman Login I-gracias.....	4
Gambar 2.2 Halaman Depan I-gracias.....	5
Gambar 2. 3 ITIL V3 ⁽²⁾	6
Gambar 2. 4 Proses ITSCM.....	11
Gambar 2.5 Service Maturity Framework.....	15
Gambar 3.1 Metodologi Penelitian.....	19
Gambar 4.1 Entity Relational Diagram - Akademik.....	32
Gambar 4.2 Platform Teknologi.....	35
Gambar 4.3 Arsitektur Sistem Bisnis.....	38
Gambar 4.4 Arsitektur Server.....	39
Gambar 4.5 Monitoring CPU Database dalam satu tahun.....	40
Gambar 4.6 Monitoring Memory CPU dalam satu tahun.....	40
Gambar 4.7 Grafik Penanganan Permintaan/Keluhan Pelanggan Berdasarkan Waktu-2013..	44
Gambar 4.8 Hasil Self Aesessment Pertama.....	47
Gambar 4.9 Grafik Saran Pengadaan Pelatihan.....	49
Gambar 4.10 Kepuasan Pelanggan Terhadap Fungsi dan Interface I-gracias.....	55
Gambar 4.11 Kepuasan pelanggan mengenai manajemen keluhan.....	58
Gambar 4.12 Kepuasan Pelanggan terhadap Availability.....	59

Daftar Tabel

Tabel 2.1 Process Maturity Framework Level 1 : Initial.....	15
Tabel 2.2 Process Maturity Framework Level 2 : Repeatable.....	16
Tabel 2.3 Process Maturity Framework Level 3 : Defined.....	16
Tabel 2.4 Process Maturity Framework Level 4 : Managed.....	17
Tabel 2.5 Process Maturity Framework Level 5 : Optimizing.....	18
Tabel 3.1 Tabel Layanan Direktorat SISFO	20
Tabel 3.2 Tabel RACI.....	21
Tabel 3.3 Tabel KPI <i>Service Portfolio Management</i>	25
Tabel 3.4 Tabel KPI <i>Financial Management</i>	26
Tabel 3.5 Rincian Kegiatan.....	30
Tabel 4.1 Perkiraan Ukuran Tabel Akademik.....	33
Tabel 4.2 Perkiraan Ukuran Database Fungsi Bisnis.....	34
Tabel 4.3 Prioritas Keluhan Pelanggan.....	44
Tabel 4.4 Hasil Penilaian Self Aesessment Pertama.....	46
Tabel 4.5 Hasil Self Aesessment kedua.....	48
Tabel 4.6 Penilaian Demand Management.....	49
Tabel 4.7 Penilaian Service Portfolio Management.....	50
Tabel 4.8 Penilaian Financial Management.....	50
Tabel 4.9 Penilaian Service Catalogue Management.....	51
Tabel 4.10 Penilaian Service Level Management.....	52
Tabel 4.11 Penilaian Service Capacity Management.....	52
Tabel 4.12 Penilaian Service Availability Management.....	53
Tabel 4.13 Penilaian IT Service Continuity Management.....	53
Tabel 4.14 Penilaian Information Security Management.....	54
Tabel 4.15 Penilaian Supplier Management.....	54
Tabel 4.16 Rekomendasi Service Strategy.....	55
Tabel 4.17 Rekomendasi Service Design.....	57