

DAFTAR PUSTAKA

- [1] Arofah, Fauziah, 2012, Audit Sistem Informasi IGD Berdasarkan Pandangan Pegawai Menggunakan Pendekatan COBIT 4.1 (Studi Kasus : RS Cipto Mangunkusumo Jakarta). Tugas Akhir Fakultas Teknik IT Telkom Bandung : Tidak Diterbitkan
- [2] Bon, Jan Van (dkk), 2007, *Fondation of IT Service Management Based On ITIL V.3*, Van Haren Publishing, Zaltbommel
- [3] Cartlidge, Alison (dkk), 2007, *An Introductory Overview of ITIL V3, The UK Chapter of the itSM*, The UK Chapter of the itSMF, Tersedia : <http://www.itil-officialsite.com/AboutITIL/WhatisITIL.aspx> [3 November 2013]
- [4] Direktorat Sistem Informasi, 2011, *Rencana Strategis Sistem Informasi*, Bandung, IT Telkom : Tidak Diterbitkan
- [5] Direktorat Sistem Informasi, 2014, *Service Level Agreements*, Bandung, IT Telkom : Tidak Diterbitkan
- [6] Kastawan, Putu Wiryia. Retrieved 5 November 2013 from <http://www.slideshare.net/wikacyber/itil-maturity-level#>
- [7] OGC, - , *ITIL Version 3 Service Strategy*, TSO, London
- [8] OGC, - , *ITIL Version 3 Service Design*, TSO, London
- [9] Supangkat, Tito, 2013, Pengukuran *Software Quality Assurance (Reliability) Web 3.0* Dengan menggunakan Evaluasi Cognitive Walkthrough (Studi Kasus i-Gracias Pada Aplikasi Registrasi Mahasiswa), Bandung, IT Telkom : Tidak Diterbitkan
- [10] ---. Retrieved 5 November 2013 from <http://wiki.en.it-Processmaps.com/index.php>
- [11] ---. Retrieved 5 November 2013 from http://wiki.en.it-Processmaps.com/index.php/ITIL-Checklists#Service_Portfolio_Management
- [12] ---. Retrieved 5 November 2013 from <http://eprints.binadarma.ac.id/164/1/HHHHHHHHHHHHHHHHHH.txt>
- [13] ---. Retrieved 5 November 2013 from <http://itilconsultant.blogspot.com/2012/01/why-and-what-is-raci-model.html>
- [14] ---. Retrieved 5 November 2013 from http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library