

DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	1
Inpres	Instruktur Presiden	1
<i>IT Governance</i>	<i>Information Technology Governance</i>	1
BUMN	Badan Usaha Milik Negara	2
GCG	<i>Good Corporate Governance</i>	2
Permen	Peraturan Menteri	2
COBIT	<i>Control Objectives for Information and Related Technology</i>	
RJP	Rencana Jangka Panjang	3
ITSM	<i>Information Technology Service Management</i>	3
ITIL	<i>Information Technology Infrastructure Library</i>	3
ME	<i>Monitor and Evaluate</i>	3
MOF	<i>Microsoft Operation Framework</i>	4
ISM	<i>Information Security Management</i>	5
SLA	<i>Service Level Agreement</i>	9
SLR	<i>Service Level Requirement</i>	9
SIP	<i>Service Improvement Plan</i>	9
OLA	<i>Operation Level Agreement</i>	9
SQP	<i>Service Quality Plan</i>	9
TOGAF	<i>The Open Group Architecture Framework</i>	10
MOF	<i>Microsoft Operation Framework</i>	10
ITGI	<i>Information Technology Governance Institute</i>	12
SDP	<i>Service Design Package</i>	15
DC	<i>Design Coordination</i>	22
SCM	<i>Service Catalogue Management</i>	22
SLM	<i>Service Level Management</i>	22
AM	<i>Availability Management</i>	22
CM	<i>Capacity Management</i>	22
SWOT	<i>Strength, Weakness, Opportunities, Threat</i>	24

RACI	<i>Responsible, Accountable, Consulted, Informed</i>	24
WMS	<i>Warehouse Management System</i>	24
FP	Fungsionalitas Perusahaan	27
SOP	<i>Service Operation Procedure</i>	28
SLA	<i>Service Level Agreement</i>	29
SVP	<i>Service Vice President</i>	30
VP	<i>Vice President</i>	30
EFAS	Faktor Strategis Eksternal	37
IFAS	Faktor Strategis Internal	37