

DAFTAR SINGKATAN

Singkatan	Kepanjangan	Pemakaian pertama kali pada halaman
TI/ IT	Teknologi Informasi/ <i>Information Technology</i>	1
ITIL 2011	<i>Information Technology Infrastructure Library 2011</i>	1
Inpres	Instruksi Presiden	2
Permen	Peraturan Menteri	2
BUMN	Badan Usaha Milik Negara	2
OGC	<i>Office Governace Commerce</i>	2
ITGI	<i>Infrastucture Technology Governance Institute</i>	2
COBIT 4.1	<i>Control Objectives for Information and Related Technology 4.1</i>	2
MOF 4.0	<i>Microsoft Operation Framework 4.0</i>	5
ISACA	<i>Information Systems Audit and Control Association</i>	5
I-POS	<i>Integrated Postal Operations System</i>	10
ITSM	<i>Information Technology Service Management</i>	11
VP	<i>Vice President</i>	33
RACI	<i>Responsible, Accountable, Consulted, Informes</i>	35
UPT	Unit Pelayanan Terpadu	39
RJP	Rencana Jangka Panjang	40
SWOT	<i>Strength, Weakness, Opportunity, Threat</i>	40
IFAS	<i>Internal Factors Strategy</i>	44
EFAS	<i>External Factors Strategy</i>	45
M_o_R	<i>Management of Risk</i>	46
DC	<i>Design Coordination</i>	47
SCM	<i>Service Catalogue Management</i>	47
SLM	<i>Service Level Management</i>	47
AM	<i>Availability Management</i>	48
CM	<i>Capacity Management</i>	48
SDP	<i>Service Design Package</i>	55
SC	<i>Service Catalogue</i>	56
SP	<i>Service Portofolio</i>	56
SLA	<i>Service Level Agreement</i>	56
OLA	<i>Operation Level Agreement</i>	56
SLR	<i>Service Level Requirement</i>	56
SIP	<i>Service Improvement Plan</i>	56
SQP	<i>Service Quality Plan</i>	56
AP	<i>Availability Plan</i>	56
CP	<i>Capacity Plan</i>	56