

## DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian Pertama  pada Halaman
TI	Teknologi Informasi	1
BUMN	Badan Usaha Milik Negara	1
GCG	<i>Good Corporate Governance</i>	1
OGC	<i>Office Governance Commerce</i>	2
ITSM	<i>IT Service Management</i>	2
ITIL	<i>Information Technology Infrastructure Library</i>	3
COBIT	<i>Control Objective for Inforamtion and Related Technology</i>	3
MOF	<i>Microsoft Operation Framework</i>	3
HM Management	<i>Her Majesty Management</i>	3
ISACA	<i>Information System Audit and Control Association</i>	3
DS	<i>Deliver and Support</i>	3
ME	<i>Monitor and Evaluate</i>	4
ESS	<i>Executive Support System</i>	5
ERP	<i>Enterprise Resource Planning</i>	5
ITSCM	<i>IT Service Continuity Management</i>	15
ISM	<i>Information Security Management</i>	15
DC	<i>Design Coordination</i>	16
SCM	<i>Service Catalogue Management</i>	17
SLM	<i>Service Level Management</i>	18

CM	<i>Capacity Management</i>	19
AM	<i>Availability Management</i>	20
RSTI	Rencana Strategis Teknologi Informasi	22
CBS	<i>Core Banking System</i>	23
SIM	Sistem Informasi Manajemen	25
SDP	<i>Service Design Package</i>	27
SLA	<i>Service Level Agreement</i>	27
OLA	<i>Operational Level Agreement</i>	27
RACI	<i>Responsibility, Accountability, Consultancy, Informational</i>	39
SOPP	<i>Sistem Online Payment Point</i>	45
PRD	Pusat Rekonsiliasi Data	45
ISO	<i>International Organization for Standardization</i>	46
SWOT	<i>Strength, Weakness, Opportunity, dan Threat</i>	46
PKS	Perjanjian Kerja Sama	48