

## DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	1
SDLC	System Development Life Cycle	2
PT	Perseroan Terbatas	3
COBIT	Control Objectives for Information and Related Technology	3
OMS	Order Management System	3
MoU	Memorandum of Understanding	39
KPI	Key Performance Index	40
QA	Quality Assessment	44
UAT	User Acceptance Test	47
SLA	Service Level Agreement	49
PIC	Person In Charge	87