

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
ITSM	<i>Information Technology Service Management</i>	1
ICT	<i>Information and Communication Technology</i>	1
TI	Teknologi informasi	1
SMK	Sekolah Menengah Kejuruan	1
SOP	<i>Standard Operational Procedure</i>	2
ITIL	<i>Information Technology Infrastructure Library</i>	2
ISO	<i>International Organization for Standardization</i>	2
EDM	<i>Evaluate, Direct, Monitor</i>	2
APO	<i>Align, Plan, and Organizer</i>	15
BAI	<i>Build, Aquire, Implementation</i>	2
DSS	<i>Delivery, Service, Support</i>	15
MEA	<i>Monitor, Evaluate, and Assess</i>	15
EG	<i>Enterprise Goals</i>	27
ITG	<i>IT-Related Goals</i>	27
ITP	<i>IT-Related Process</i>	43
COBIT	<i>Control Objectives for Information related Technology</i>	2
GEIT	<i>Governance of Enterprise TI</i>	2
P	Primer	43
S	Sekunder	43