

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
TI	Teknologi Informasi	iii
SDM	Sumber Daya Manusia	67
SMK	Sekolah Menengah Kejuruan	1
ITIL	<i>Information Technology Infrastructure Library</i>	1
ISO	<i>International Organization for Standardization</i>	1
EDM	<i>Evaluate, Direct, Monitor</i>	2
APO	<i>Align, Plan, and Organizer</i>	2
BAI	<i>Build, Aquire, Implementation</i>	2
DSS	<i>Delivery, Service, Support</i>	2
MEA	<i>Monitor, Evaluate, and Assess</i>	2
ICT	<i>Information and Communication Technology</i>	50
SOP	<i>Standard Operational Procedure</i>	1
COBIT	<i>Control Objectives for Information and related Technology</i>	1
TOGAF	<i>The Open Group Architecture Framework</i>	6
PMBOK	<i>Project Management Body of Knowledge</i>	6
PRINCE2	<i>Project In Controlled Environments</i>	6
ITSM	<i>Information Technology Service Management</i>	2
EG	<i>Enterprise Goals</i>	31
ITG	<i>IT-Related Goals</i>	31
P	<i>Primer</i>	31

S	<i>Sekunder</i>	31
ITP	<i>IT-Related Process</i>	35
PA	<i>Process Attribute</i>	54
WP	<i>Work Product</i>	54
BP	<i>Base Practice</i>	54
AO	<i>Achievement Outcome</i>	54
SLA	<i>Service Level Agreement</i>	39

