

DAFTAR ISTILAH

AG	: <i>Alignment Goals</i>
BMS	: <i>Banking Management Service</i>
BSC	: <i>Balanced Scorecard</i>
BSC TI	: <i>Balanced Scorecard TI</i>
COBIT	: <i>Control Objective for Information and Related Technology</i>
Divisi	: Merujuk pada divisi <i>Solution, Delivery, and Assurance</i> secara keseluruhan
EOS	: <i>Employee on Site</i>
EVP	: <i>Executive Vice President</i>
FMS	: <i>Financial Management Service</i>
FNBS	: <i>Foreign & National Banking Service</i>
KPI	: <i>Key Performance Indicator</i>
GAMAS	: <i>Gangguan Massal</i>
MDT	: <i>Maximum Down Time</i>
NPS	: <i>Net Promoter Score</i>
RBS	: <i>Regional Banking Service</i>
SDA	: <i>Solution, Delivery, and Assurance</i>
SLA	: <i>Service Level Agreement</i>
SLG	: <i>Service Level Guarantee</i>
TI	: <i>Teknologi Informasi</i>
TTR	: <i>Time To Resolve</i>
Unit	: Merujuk pada unit <i>Top 20 / Public Service</i> yang merupakan bagian dari divisi SDA