

DAFTAR PUSTAKA

- [1]. ITIL. (2012). *Service Design*. In ITILv3.
- [2]. IT Service Management Forum, An Introductory Overview of ITIL V.3
- [3]. Kurniawati, Ria., dan Manuputty, A.D. (2013). “Analisis Kualitas Layanan Teknologi informasi dengan menggunakan *Framework Information Technology infrastructure Library V.3 (ITIL V.3) Domain Service Design*.”
- [4]. ISACA. (2012)
- [5]. Agustian, M. A. F., 2022. ANALISIS MANAJEMEN LAYANAN TI BAGIAN ADMINISTRASI PADA SERVICE OPERATION MENGGUNAKAN *FRAMEWORK* ITIL V3 (STUDI KASUS RUMAH SAKIT XYZ). *School of Electronics and Computer Science*.
- [6]. Andiyani, S., Murahartawaty, M. & Umar, E. K., 2015. *Perancangan Service Design Pada Layanan Angkutan Penumpang Pt. Kereta Api Indonesia (persero) Menggunakan Framework Itil Versi 3*. s.l., s.n., p. 5679.
- [7]. Bakker, W. Y., 2017. Analisis Manajemen Layanan Teknologi Informasi Menggunakan *Framework* ITIL V.3 Domain Service Transition: Studi Kasus Perpustakaan Universitas Kristen Satya Wacana. *Program Studi Sistem Informasi FTI-UKSW*.
- [8]. Hanief, S. & Jefriana, I. W., 2018. *FRAMEWORK* ITIL V3 DOMAIN SERVICE OPERATION DALAM ANALISIS PENGELOLAAN TEKNOLOGI BLENDED LEARNING. *Jurnal Teknologi Informasi dan Komputer*, Volume 04.
- [9]. Hermita, E. S., Sucahyo, Y. G. & Gandhi, A., n.d. *Designing IT Service Management at Indonesia Internet Domain Names Registry Association's Helpdesk Function*. s.l., s.n., p. 2020.
- [10]. Hunnebeck, L., 2011. *Service Design*. s.l., Cabinet Office, pp. 31-54.
- [11]. International Organization for Standardization, 2018. *ISO/IEC 20000-1:2011*. [Online]
Available at: <https://www.iso.org/standard/51986.html>
[Accessed 25 November 2022].

- [12]. IT Governance Indonesia, 2021. *ITGI.ID*. [Online] Available at: <https://itgid.org/> [Accessed 20 November 2022].
- [13]. Marlina, L., 2017. *ANALISIS MANAJEMEN LAYANAN KELUHAN PASIEN TERHADAP KUALITAS LAYANAN KESEHATAN DI RSUD. AM. PARIKESIT TENGGARONG*. s.l., s.n., pp. 70-78.
- [14]. Mora, M., Raisinghan, M. & Gelman, O., 2009. *A Comparison of Service Design Processes in Relevant International ITSM Models and Standards*. Phoenix, Thirtieth International Conference on Information Systems.
- [15]. Pereira, R. & da Silva, M. M., 2011. A Maturity Model for Implementing ITIL V3 in Practice. *IEEE 15th International Enterprise Distributed Object Computing Conference Workshops*.
- [16]. Pirinen, R. & Rajamäki, J., 2010. *INTEGRATIVE STUDENT-CENTERED RESEARCH AND DEVELOPMENT WORK*. 1 ed. Finland: LAUREA PUBLICATIONS.
- [17]. Safitri, C. I., Supriyadi, D. & Astiti, S., 2021. Analisis Tingkat Kematangan Manajemen Layanan Teknologi Informasi Menggunakan *Framework* (ITIL) V3. *Jurnal Penelitian Ilmu Dan Teknik Komputer*.
- [18]. Soumeru, L., Rahardja, Y. & Wijaya, A. F., 2016. Analisis Manajemen Layanan Teknologi Informasi. pp. 1-14.
- [19]. Veronika, V. & Lukas, K., n.d. *Service Design According ITIL® with RAD Approach*. *Applied Mathematics, Computational Science and Engineering*, pp. 175-179.
- [20]. Wulandari, D., Arribe, E., Aryanto & Putriani, 2022. ANALISIS MANAJEMEN LAYANAN TEKNOLOGI INFORMASI DENGAN *FRAMEWORK* (ITIL) DOMAIN SERVICE STRATEGY. *urnal Software Engineering and Information Systems (SEIS)*, Volume 2, pp. 23-27.