

DAFTAR PUSTAKA

- [1] J. S. Prayogo, P. A. Alia, A. T. Setyadi, and A. B. Setyawan, "Literature Review: Manajemen Layanan Teknologi Informasi dengan Framework Information Technology Infrastructure Library (ITIL) di Indonesia," *JRSIT*, vol. 1, no. 2, pp. 154–158, Nov. 2023, doi: 10.59407/jrsit.v1i2.212.
- [2] L. A. K. Wardani, M. Murahartawaty, and L. Ramadani, "Perancangan Tata Kelola Layanan Teknologi Informasi Menggunakan ITIL versi 3 Domain Service Transition Dan Service Operation Di Pemerintah Kota Bandung," *JISEBI*, vol. 2, no. 2, p. 81, Oct. 2016, doi: 10.20473/jisebi.2.2.81-87.
- [3] G. Yu, S. Wang, B. Feng, J. Liu, and Y. Xie, "Study on current development and strategies of equipment software support," in *2012 International Conference on Quality, Reliability, Risk, Maintenance, and Safety Engineering*, Chengdu, China: IEEE, Jun. 2012, pp. 1375–1378. doi: 10.1109/ICQR2MSE.2012.6246477.
- [4] A. Arora, J. P. Caulkins, and R. Telang, "Sell First, Fix Later: Impact of Patching on Software Quality," *SSRN Journal*, 2004, doi: 10.2139/ssrn.670285.
- [5] E. Novilia, W. Cholil, and T. B. Kurniawan, "Analisa Tingkat Pelayanan IT Service Management pada Penerapan Sistem Ujian Nasional berbasis Komputer dengan menggunakan Kerangka Kerja ITIL v3," *JSAKTI*, vol. 2, no. 1, p. 24, Apr. 2020, doi: 10.30872/jsakti.v2i1.2570.
- [6] W. Ardianto, "Evaluating Information Technology at Libraries and Archives' Department Using ITIL V3 Domain Service Transition," *ISS*, vol. 1, no. 7, pp. 947–953, Apr. 2022, doi: 10.55324/iss.v1i7.170.
- [7] R. Arisenta, Suharjito, and A. A. Sukmandhani, "Evaluation Model of Success Change Management in Banking Institution Based on ITIL V3 (Case Study)," in *2020 International Conference on Information Management and Technology (ICIMTech)*, Bandung, Indonesia: IEEE, Aug. 2020, pp. 470–475. doi: 10.1109/ICIMTech50083.2020.9211191.
- [8] J. Idogawa, F. S. Bizarrias, and R. C  mara, "Critical success factors for change management in business process management," *BPMJ*, vol. 29, no. 7, pp. 2009–2033, Oct. 2023, doi: 10.1108/BPMJ-11-2022-0625.
- [9] N. Vrcelj, "TOWARDS SUCCESSFUL ORGANIZATIONAL CHANGE MANAGEMENT - NEW PROCESS MODEL IDENTIFICATION," *Jour Proc Manag New Tech*, vol. 11, no. 3–4, pp. 1–15, Oct. 2023, doi: 10.5937/jpmnt11-45953.
- [10] J.-G. Lou, Q. Lin, R. Ding, Q. Fu, D. Zhang, and T. Xie, "Software analytics for incident management of online services: An experience report," in *2013 28th IEEE/ACM International Conference on Automated Software Engineering (ASE)*, Silicon Valley, CA, USA: IEEE, Nov. 2013, pp. 475–485. doi: 10.1109/ASE.2013.6693105.
- [11] J. Sillito and E. Kutomi, "Failures and Fixes: A Study of Software System Incident Response," Aug. 25, 2020, *arXiv*: arXiv:2008.11192. Accessed: Jul. 22, 2024. [Online]. Available: <http://arxiv.org/abs/2008.11192>
- [12] C. Rudd and V. Lloyd, *ITIL, service design*. Norwich: TSO, The Stationery Office, 2007.