

DAFTAR GAMBAR

Gambar I-1 Segmen Pelanggan Telkom	4
Gambar I-2 Asesmen Kapabilitas B2B CFU Enterprise.....	7
Gambar I-3 EBIS Core and Surrounding Applications	8
Gambar I-4 Flow NCX	9
Gambar I-5 Pain Points NCX.....	12
Gambar II-1 Tahapan manajemen strategis	18
Gambar II-2 eTOM Framework Level-0	20
Gambar II-3 Model Unified Theory of Acceptance and Use of Technology	25
Gambar II-4 Model UTAUT2.....	26
Gambar II-5 Model Modifikasi UTAUT2	29
Gambar II-6 Model Modifikasi UTAUT2	30
Gambar II-7 Model modifikasi UTAUT2.....	39
Gambar III-1 Pearson's Product Moment.....	53
Gambar IV-1 Diagram Outer Model Awal	75
Gambar IV-2 Diagram Outer Model Akhir	78