

DAFTAR SINGKATAN

- ITIL : *Information Technology Infrastructure Library*
- ITSM : *Information Technology Service Management*
- MLTI : Manajemen Layanan Teknologi Informasi
- SMS : *Service Management System*
- CSI : *Continual Service Improvement*
- RACI : *Responsible, Accountable, Consulted, dan Informed*
- DPTI : Departemen Pengelolaan Teknologi Informasi
- SMA : Sekolah Menengah Atas
- TI : Teknologi Informasi
- KPI : *Key Performance Indicators*
- CMDB: *Configuration Management Database*
- CAB : *Change Advisory Board*
- PMF : *Process Maturity Framework*