

DAFTAR PUSTAKA

- Aisha Kusuma Wardani, L., & Ramadani, L. (2016). Perancangan Tata Kelola Manajemen Layanan Teknologi Informasi Menggunakan ITIL 3 Domain Service Transition Dan Service Operation Di Pemerintahan Kota Bandung Designing Information Technology Service Management Governance Using ITIL 3 Service Transition And Service Operation Domain In Bandung City Government. *E-Proceeding of Engineering*, 3.
- Almeida, R., Percheiro, I., Pardo, C., & da Silva, M. M. (2018). An ontology-based model for ITIL process assessment using TIPA for ITIL. *Communications in Computer and Information Science*, 918, 104–118. https://doi.org/10.1007/978-3-030-00623-5_8
- Axelos Ltd. (2019). *ITIL ® Foundation ITIL 4 Edition 2*. TSO (The Stationery Office). <https://www.axelos.com>
- Axelos LTD. (2020). *Incident Management ITIL®4 Practice Guide ITIL®4 Practice Guide ITIL®4 Practice Guide ITIL®4 Practice Guide AXELOS Copyright AXELOS Copyright View Only-Not for View Only-Not for Redistribution Redistribution Contents Contents*.
- Ayuh, J. A., & Chernovita, H. P. (2021). Analisis Incident Management E-Court Pada Pengadilan Negeri Salatiga Menggunakan Framework ITIL 4. *Jurnal Teknik Informatika Dan Sistem Informasi*, 8(2), 585–598. <http://jurnal.mdp.ac.id>
- Barafort, B., Renzo, B. Di, & Merlan, O. (2021). Benefits resulting from the combined use of ISO/IEC 15504 with the Information Technology Infrastructure Library (ITIL). *Centre de Recherche Public Henri Tudor*. www.citi.tudor.lu
- Dabade, T. D. (2010, February 25). Information Technology Infrastructure Library (ITIL). *Proceedings of the 4th National Conference; INDIACom-2010 Computing For Nation Development*.

- Dzemydienė, D., Turskienė, S., & Šileikienė, I. (2024). An Approach of ICT Incident Management Based on ITIL 4 Methodology Recommendations. *Baltic Journal of Modern Computing*, 12(3), 286–303. <https://doi.org/10.22364/bjmc.2024.12.3.05>
- Galup, S. D., Dattero, R., Quan, J. J., & Conger, S. (2009). An overview of IT service management. *Communications of the ACM*, 52(5), 124–127. <https://doi.org/10.1145/1506409.1506439>
- Grata Putra, Y., & Sutabri, T. (2024). Evaluasi Layanan Mooc Aplikasi Pintar Menggunakan Framework ITIL 4 Pada Pusdiklat Teknis Kemenag Ri. *Jurnal Komunikasi*, 2(7), 573–586.
- Hevner, A. R., March, S. T., Park, J., & Ram, S. (2004). Design Science In Information Systems Research 1. In *Design Science in IS Research MIS Quarterly* (Vol. 28, Issue 1).
- How to Implement a RaaS Platform from ITIL® v4 Point of View. Case: Done Robotics Ltd. (2023).
- Iden, J., & Eikebrokk, T. R. (2013). Implementing IT Service Management: A systematic literature review. *International Journal of Information Management*, 33(3), 512–523. <https://doi.org/10.1016/j.ijinfomgt.2013.01.004>
- Kahar, A. (2015). Deskripsi Teoritis, Kerangka Berpikir Dan Hipotesis Penelitian. *Potret Pemikiran*. www.sam.edu/web/schootsShSU/e
- Linggih Jaelani, W., Monellia, I., & Malik Mutoffar, M. (2024). Seminar Nasional Corisindo Analisis Dan Perancangan Keamanan Aplikasi Manajemen Layanan Sistem Pemerintahan Berbasis Elektronik. *Seminar Nasional Corisindo*, 236.
- Meisha Putri, N., Santoso, A. F., & Praditya, D. (2024). Implementasi IT Service Management pada Proses Change Management Implementasi IT Service Management pada Proses Change Management dan Service Validation and

- Testing Menggunakan Framework ITIL 3 di Diskominfo Kota Bandung. *Economics and Digital Business Review*, 5(1), 752–770.
- Paramesti, W. A., Mursityo, Y. T., & Rachmadi, A. (2019). Evaluasi Incident Management dan Problem Management pada Bank Mandiri Unit Electronic Channel Operations (ECO) Region IX Kalimantan Menggunakan Framework ITIL 3 Domain Service Operation. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(9), 8487–8495. <http://j-ptiik.ub.ac.id>
- Payong, Y., & Antonio, S. (2020). administrator, Evaluasi Domain Layanan Sistem Pemerintahan Berbasis Elektronik (Spbe) Pemerintah Kecamatan Se-Kota Kupang. *Jurnal Teknologi Informasi*, 12, 111–117.
- Pope, A., & Butler, T. (2012). *Unpacking The People, Process And Technology Dimensions Of Organisational KMS*. 183. <http://aisel.aisnet.org/ecis2012/183>
- Prodan, M., Prodan, A., & Purcarea, A. A. (2015). Three New Dimensions to People, Process, Technology Improvement Model. *Advances in Intelligent Systems and Computing*, 353, 481–490. https://doi.org/10.1007/978-3-319-16486-1_47
- Putri Zahara Alda, & Yulhendri. (2024). Analisis Manajemen Layanan Teknologi Informasi Menggunakan Framework ITIL 4 Pada Layanan Ticketing Dyandra Global Edutainment. *Jurnal Multidisplin Saintek*, 2(3), 80–89. <https://ejournal.warunayama.org/kohesi>
- Rizal Safarudin, Zulfamanna, Maryin Kustati, & Nana Sepriyanti. (2023). Penelitian Kualitatif. *Journal Of Social Science Research*, 3(2), 9680–9694. <https://j-innovative.org/index.php/Innovative>
- Safrina, S. P., Santosa, I., & Nurtrisha Agustika Widyatasya. (2023). Asesmen dan Peningkatan Manajemen Layanan Teknologi Informasi Pada Practice Incident Management dan Problem Management Menggunakan ITIL 4 Studi Kasus : RiYanTI Telkom University. *E-Proceeding of Engineering*, 10(2), 1434.

- Widianto, A., & Subriadi, A. P. (2021). IT service management evaluation method based on content, context, and process approach: A literature review. *Procedia Computer Science*, 197, 410–419. <https://doi.org/10.1016/j.procs.2021.12.157>
- Yasmi, P. S., Aknuranda, I., & Perdanakusuma, A. R. (2019). Evaluasi Maturitas Manajemen Layanan Infrastruktur Data Center di Dinas Komunikasi dan Informatika Kabupaten Gresik dengan Menggunakan ITIL V.3 Framework. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(6), 5347–5356. <http://j-ptiik.ub.ac.id>