

DAFTAR PUSTAKA

- [1] T. Boye, E. Cheng, and W. Gan, "IT industry service management tools for managing large classes," in *2022 IEEE Frontiers in Education Conference (FIE)*, 2022. doi: 10.1109/FIE56618.2022.9962746.
- [2] A. Shastri and G. T. Thampi, "Automation of IT service management processes," in *2021 International Conference on Advances in Computing, Communication, and Control (ICAC3)*, 2021. doi: 10.1109/ICAC353642.2021.9697243.
- [3] M. I. Sarwar et al., "Digital transformation of public sector governance with IT service management—A pilot study," *IEEE Access*, vol. 11, pp. 6490–6512, 2023. doi: 10.1109/ACCESS.2023.3237550.
- [4] N. Rachmatullah and T. Sutabri, "Analisis Manajemen Pelayanan Perbankan pada Aplikasi Bri Mobile berbasis TI menggunakan Framework ITIL V3," *Indonesian J. Multidisc. Soc. Technol.*, vol. 1, no. 2, pp. 69–73, 2023. doi: 10.31004/ijmst.v1i2.119.
- [5] S. H. Koneru, "Bridging the Digital Divide in Education through Automated Cloud-Based Endpoints," *World J. Adv. Res. Rev.*, vol. 26, no. 2, pp. 1337–1343, 2025. doi: 10.30574/wjarr.2025.26.2.1732.
- [6] Axelos, *ITIL® Foundation: ITIL 4 Edition*. London, U.K.: AXELOS Limited, 2020.
- [7] D. Cannon, A. Hanna, L. Hunnebeck, and S. Rance, *ITIL® Foundation: ITIL 4 Edition*. London, U.K.: AXELOS, 2020.
- [8] C. D. Schou and D. Shoemaker, *Information Assurance for the Enterprise: A Roadmap to Information Security*. Burlington, MA: Jones & Bartlett Learning, 2021.
- [9] E. Turban, C. Pollard, and G. Wood, *Information Technology for Management: On-Demand Strategies for Performance, Growth, and Sustainability*. Hoboken, NJ: Wiley, 2021.
- [10] PT Bank Jago Tbk., *Annual Report 2024*. Jakarta, Indonesia, 2024.
- [11] K. C. Laudon and J. P. Laudon, *Management Information Systems: Managing the Digital Firm, 16th ed.* Boston, MA: Pearson, 2020.
- [12] Heimdal Security (ITSM Software) Heimdal Security, "What is ITSM Software and How Does It Work?" Heimdal Security Blog. [Online]. Available: <https://heimdalsecurity.com/blog/what-is-itsm-software/>.
- [13] Axify (Operational Efficiency) Axify, "Operational Efficiency in Software Development: A Complete Guide," Axify Blog. [Online]. Available: <https://axify.io/blog/operational-efficiency-in-software-development>.



- [14] <https://www.jago.com/id/jago/digital/visa/digital-pro-card>.
- [15] IT Process Wiki (History of ITIL) IT Process Wiki, “History of ITIL,” IT Process Maps Wiki. [Online]. Available: https://wiki.en.it-processmaps.com/index.php/History_of_ITIL.
- [16] Elektriess: Jurnal Sains dan Teknologi Elektro. (2024). Transformasi digital di industri: Dampak pada efisiensi operasional. *Elektriess: Jurnal Sains dan Teknologi Elektro*, 14(2). <https://jurnal.itscience.org/index.php/elektriess/article/view/4809>
- [17] Hastini, S., & Cholil, W. (2021). Analisa komponen ITSM pada e-learning perguruan tinggi di Kota Palembang menggunakan ITIL V.3. *Jurnal Tekno Kompak*, 15(1), 79–91.
- [18] Journal of Business Economics and Management. (2025). Strategi efektif untuk meningkatkan efisiensi operasional perusahaan. *Journal of Business Economics and Management*, 1(3). <https://jurnal.globalscients.com/index.php/jbem/article/view/205>
- [19] Khoiriyah, R. (2022). Analisis peningkatan layanan reservasi tiket kapal laut PT. PELNI menggunakan strategi IT service management. *REMIK: Riset dan E-Jurnal Manajemen Informatika Komputer*, 6(4), 817–826. <https://doi.org/10.33395/remik.v6i4.11846>
- [20] Krismayanti, D., & Sutabri, T. (2023). Analisis IT service management (ITSM) pada layanan administrasi mahasiswa STIPER Sriwigama menggunakan framework ITIL V3. *Indonesian Journal of Multidisciplinary on Social and Technology*, 1(3), 190–195. <https://doi.org/10.31004/ijmst.v1i3.149>
- [21] Lazuardi, M. Y., & Sutabri, T. (2023). Analisis information technology service management (ITSM) pada sistem informasi narkoba (SIN) menggunakan framework ITIL V3 pada BNN Provinsi SUMSEL. *Indonesian Journal of Multidisciplinary on Social and Technology*, 1(3), 206–212. <https://doi.org/10.31004/ijmst.v1i3.158>
- [22] Padel, P. M. A., & Sutabri, T. (2023). Analisis standard operating procedure (SOP) manajemen insiden menggunakan framework ITIL V3 dengan metode analisis gap layanan pada PT Lingkaran Sistem Intelektual. *Indonesian Journal of Multidisciplinary on Social and Technology*, 1(2), 61–68. <https://doi.org/10.31004/ijmst.v1i2.121>
- [23] Rachmatullah, N., & Sutabri, T. (2023). Analisis manajemen pelayanan perbankan pada aplikasi BRI Mobile berbasis TI menggunakan framework ITIL V3. *Indonesian Journal of Multidisciplinary on Social and Technology*, 1(2), 69–73. <https://doi.org/10.31004/ijmst.v1i2.119>
- [24] Ramadhani, M. N., Mulyati, M., & Jayantri, F. (2026). Analisis manajemen layanan teknologi informasi menggunakan ITIL V3 pada layanan masyarakat. *Jurnal Ekonomi Manajemen Sistem Informasi*, 7(3), 2961–2970. <https://doi.org/10.38035/jemsi.v7i3.7533>



- [25] Telkom University. (2022). *Asesmen dan peningkatan manajemen layanan teknologi informasi pada practice service request management dan change control menggunakan ITIL*
4. Open Library Telkom University.
https://openlibrary.telkomuniversity.ac.id/pustaka/files/186458/jurnal_eproc/
- [26] Sommerville, I. (2022). *Engineering Software Products: An Introduction to Modern Software Engineering*. Pearson Education.