

DAFTAR PUSTAKA

- [1] B. McNaughton, P. Ray, and L. Lewis, “Designing an evaluation framework for IT service management,” *Inf. Manag.*, vol. 47, no. 4, pp. 219–225, 2010.
- [2] M. M. AlShamy, E. Elfakharany, and M. A. ElAziem, “Information Technology Service Management (ITSM) Implementation Methodology Based on Information Technology Infrastructure Library Ver . 3 (ITIL V3),” *Int. J. Bus. Res. Manag.*, vol. 3, no. 3, pp. 113–132, 2012.
- [3] S. Sebaaoui and M. Lamrini, “Implementation of ITIL in a Moroccan company: the case of incident management process.,” *Int. J. Comput. Sci.*, vol. 9, no. 4, pp. 30–36, 2012.
- [4] Badan Pemeriksa Keuangan, *Rencana Strategis 2016-2020*. 2015.
- [5] P. R. E. Indrajit, “ITIL: Standar Internasional Manajemen Pelayanan Teknologi Informasi,” vol. 011, no. C, 2012.
- [6] a. K. Siti-Nabiha, W. Y. Thum, and G. D. Sardana, “A case study of service desk’s performance measurement system,” *Int. J. Commer. Manag.*, vol. 22, no. 2, pp. 103–118, 2012.
- [7] F. Al-Hawari and H. Barham, “A machine learning based help desk system for IT service management,” *J. King Saud Univ. - Comput. Inf. Sci.*, no. xxxx, 2019.
- [8] A. Rachmi, T. D. Susanto, and A. Herdiyanti, “Pembuatan Standard Operating Procedure (SOP) Service Desk Berdasarkan Kerangka Kerja ITIL V3 dengan Menggunakan Metode Analisis Gap Layanan (Studi Kasus : PT XZY Tangerang),” vol. 3, no. 2, pp. 175–180, 2014.
- [9] R. Ilieva, K. Anguelov, and D. Gashurova, “Monitoring and optimization of e-Services in IT Service Desk Systems,” *19th Int. Symp. Electr. Appar. Technol. SIELA 2016*, pp. 1–4, 2016.
- [10] D. Handoko and A. S. Girsang, “Service Desk Implementation with Information Technology Infrastructure Library Framework (Study Case Financial Company),” *J. Phys. Conf. Ser.*, vol. 1090, no. 1, 2018.

- [11] J. Punyateera, A. Leelasantitham, S. Kiattitsin, and W. Muttitanon, “Study of service desk for NEdNet using incident management (Service Operation) of ITIL V.3,” *2014 Asia-Pacific Signal Inf. Process. Assoc. Annu. Summit Conf. APSIPA 2014*, 2014.
- [12] T. P. Silitonga, A. Holil, and N. Ali, “Program Manajemen Helpdesk Dan Dukungan Ti Berdasarkan Framework Itil V3 (Studi Kasus Pada Biro Teknologi Informasi Bpk-Ri),” vol. 2010, no. semnasIF, pp. 210–218, 2010.
- [13] Budiyo, E. Nugroho, and W. W. Winarno, “Implementasi ITIL ® V3 Framework pada Perancangan Aplikasi Service Desk Management Berorientasi User,” *J. Nas. Tek. Elektro dan Teknol. Inf.*, vol. 1, no. 2, pp. 10–20, 2012.
- [14] M. Jäntti, A. Shrestha, and A. Cater-Steel, “Towards an Improved IT Service Desk System and Processes : A Case Study,” *Int. J. Adv. Syst. Meas.*, vol. 5, no. 3 & 4, pp. 203–215, 2012.
- [15] A. Lahtela and J. Marko, “Improving IT Service Management Processes : A Case Study on IT Service Support,” *Res. Pap.*, pp. 95–106, 2010.
- [16] S. Heikkinen and M. Jaentti, “Identifying IT Service Management Challenges: A Case Study in Two IT Service Provider Companies,” *2012 23rd Int. Work. Database Expert Syst. Appl.*, pp. 55–59, 2012.
- [17] T. Proehl, K. Ere, F. Limbach, and R. Zarnekow, “Topics and applied theories in IT Service Management,” *Proc. Annu. Hawaii Int. Conf. Syst. Sci.*, pp. 1367–1375, 2013.
- [18] itSMF, *An Introductory Overview of ITIL ® V3 An Introductory Overview of ITIL ® V3*. The UK Chapter of the itSMF, 2007.
- [19] J. van Bon *et al.*, *IT Service Management: An Introduction*. 2007.
- [20] F. Gacenga and A. Cater-steel, “Performance Measurement Of IT Service Management : A Case Study Of An Australian University (Research In Progress),” in *Pacific Asia Conference on Information Systems (PACIS)*, 2011.
- [21] S. D. Galup and R. Dattero, “A Five-Step Method to Tune Your ITSM

- Processes,” *Inf. Syst. Manag.*, vol. 27, no. 2, pp. 156–167, 2010.
- [22] itSMF UK, “An Introductory Overview of ITIL 2011 Edition,” vol. 5, no. 5, pp. 608–608, 2012.
- [23] AXELOS Team, “ITIL Update | Welcome to ITIL 4.” [Online]. Available: <https://www.axelos.com/itil-update>. [Accessed: 22-Jun-2019].
- [24] Pink Elephant, “The benefits of ITIL,” 2008.
- [25] O. of G. Commerce, *ITIL Version 3 Service Operation*. 2010.
- [26] M. Jäntti, “Improving IT Service Desk and Service Management Processes in Finnish Tax Administration : A Case Study on Service Engineering,” *Prod. Softw. Process Improv.*, pp. 218–232, 2012.
- [27] B. S. Bachri, “Meyakinkan Validitas Data Melalui Triangulasi Pada Penelitian Kualitatif,” *Teknol. Pendidik.*, vol. 10, no. 1, pp. 46–62, 2010.