

DAFTAR PUSTAKA

- Carlidge, A., Hanna, A., Rudd, C., Macfarlane, I., Windebank, J., Rance, S. 2007. An Introductory Overview of ITIL v3. UK: itSMF Ltd.
- IT Governance: Specialist services and solutions for IT governance, risk management, compliance and information security. ITIL for IT Service Management (ITSM). Retrieved February 26, 2009, from <http://www.itgovernance.co.uk/itil.aspx>
- IT Library. ITIL Open Guide. Retrieved February 26, 2009, from <http://www.itlibrary.org/>
- ITIL.org. What is ITIL. Retrieved February 26, 2009, from <http://www.itil.org/en/>
- ITIL Central: News and Information for ITIL, The IT Infrastructure Library. The Five ITIL Volumes. Retrieved February 26, 2009, from <http://itsm.fwtk.org/>
- ITIL Central: News and Information for ITIL, What is ITIL. Retrieved February 26, 2009, from <http://itsm.fwtk.org/Contents.htm>
- ITIL Official Website. ITIL Credit Profiler. Retrieved February 26, 2009, from <http://www.itil-officialsite.com/home/home.asp>
- ITIL Official Website. ITIL Qualification Scheme. Retrieved February 26, 2009, from <http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>
- ITIL Official Website. What is ITIL. Retrieved February 26, 2009, from <http://www.itil-officialsite.com/AboutITIL/WhatisITIL.asp>
- JBC Team. (2009, February). ITIL (IT Infrastructure Library). Retrieved February 26, 2009, from <http://www.janganbingung.com/index.php?>
- Taylor, Sharon. 2007. ITIL Service Management Practices, V3 Qualification Scheme.
- Taylor, Sharon. ITIL Version 3 Service Improvement. Buckinghamshire: APMG Service Desk.
- Weil, Steven. (2004, December). How ITIL Can Improve Information Security. Retrieved February 26, 2009, from <http://www.securityfocus.com/infocus/1815>
- Wikimedia Foundation, Inc. ITIL. Retrieved February 26, 2009, from <http://id.wikipedia.org/wiki/ITIL>