

DAFTAR PUSTAKA

- Cannon, D.(2008).OGC.ITIL V3 Service Operation.High Wycombe, Buckinghamshire: APMG Service Desk. Retrieved July 3, 2009, from, <http://www.docstoc.com/docs/5239509/OGC---ITIL-v3---Service-Operation>
tanggal akses : 03 Juli 2009 pukul 12:38 WIB
- ...(2009), from, <http://www.ital.com>
- ...(2007).User vs Customer Know-How.PC Media Panduan Teknologi Penuh Inspirasi. Didapat pada 22 Juni, 2007, dari <http://pcmedia.com/browsing/detail.asp.htm>
- ...(2008).Mapping ITIL V3 to Cobit 41.ITGI, Retrieved July 3, 2009, from <http://itgi.org>
tanggal akses : 03 Juli 2009 pukul 16.17 WIB
- ...(2008).The itil story.Pink Elephant, Retrieved July 3, 2009, from www.compaid.com/caiinternet/ezine/the_ital_story.pdf
tanggal akses : 03 Juli 2009 pukul 16.32 WIB
- ...(2008).ITIL for dummies v1.3, from www.scribd.com/doc/7300222/ITIL-for-Dummies-v1
tanggal akses : 03 Juli 2009 pukul 16.34 WIB
- Taylor, Sharon (2007). ITIL® SERVICE MANAGEMENT PRACTICES V3 QUALIFICATION SCHEME, from www.ital-officialsite.com/Qualifications/ITILV3QualificationScheme.asp
tanggal akses : 03 Juli 2009 pukul 16.38 WIB
- Carlitdge, Alison.(2007). An Introductory Overview of ITIL® V3 Version 1.0. Retrieved July 3, 2008, from, www.itsmfi.org/content/introductory-overview-ital-v3-pdf
tanggal akses : 03 Juli 2009 pukul 16.44 WIB
- ...(2008).Event Management, from <http://www.wikipedia.com>

- ...(2009).ITIL.Wikipedia, from <http://www.wapedia.org>
- ...(2006).IT Governance, from
<http://blogs.depkominfo.go.id/artikel/2006/01/17/it-governance-di-pemerintahan-dan-korporasi/>
tanggal akses : 03 Juli 2009 pukul 10.40 WIB
- Weill, P. & Ross, J.W.(2004).“*IT Governance, How Top Performers Manage IT Decision Rights for Superior Results*”, Harvard Business School Press, Boston, 2004.