

DAFTAR PUSTAKA

APMG.(2008). *ITIL Service Management Practices : v3 Qualification Scheme*. Retrieved Feb 24, 2009, from, <http://www.itil-officialsite.com/nmsruntime/savesdialog.asp?IID=572&slD=86>.

Cannon,D.(2008). *OGC.ITIL v3 Service Operation. High Wycombe, Buckinghamshire : APMG Service Desk*. Retrieved June 4, 2009, from <http://www.dostc.com/docs/5239509/OGC--ITIL-v3-ServiceOperation>.

Carlidge, Alison.(2007). *An Introductory Overview of ITIL v3 Version 1.0*. Retrieved July 3, 2008, from, <http://www.itsmfi.org/Content/>

ITIL V3 Service Operations.(2009). *ITIL Service Operations*. Retrieved Jan 16, 2010, from, http://wiki.en.it-processmaps.com/index.php/ITIL_V3_SERVICE_OPERATIONS

Office of Government Commerce.(2008). *Best Management Practice : ITIL v3*. Retrieved Dec 22, 2009, from, http://www.best-management-practice.com/gempdf/ITIL_and_ISO_20000_March2008.pdf

Steven Weil.(2004). *How ITIL Can Improve Information Security*. Retrieved Dec 22, 2009, from, <http://www.itil-itsm-world.com/servo.htm>

PC Media Panduan Teknologi Penuh Inspirasi.(2007). *User vs Customer Know-How*. Retrieved June 22, 2007, from <http://pcmedia.com/browsing/detail.asp.htm>

Siddiqui, Bilal (2005). *Web Services Security*, Retrieved June 29, 2005, from <http://webservices.xml.com/pub/a/ws/2003/03/04/security.html?page=2>

Adirossi (2010). Cara Membuat Password yang Baik dan Kuat. Retrieved Jan 24, 2010, from <http://m.adipedia.com/>

Kerr, Robert (1996). *Wiring Tutorial for 10Base Unshielded Twisted Pair*. NetSpec.Inc, Retrieved August, 2004 from <http://www.netsper.com/helpdesk/wiredoc.html>

Cobian, Luis (2009). *Backup Theory*. Retrieved December, 2004, from <http://www.educ.umu.se/~cobian/backuptheory.htm>

Acknowledgements.(2007). *ITIL IT Service Management : Glossary of Terms Definitions and Acronyms*. United Kingdom ; ItSMF.

Alison Carlidge.(2007). *An Introductory Overview of ITIL v3*. United Kingdom : ItSMF.

Bruton, Noel.(2004). *How to Manage the IT Helpdesk – A Guide for User Support and Call Center Managers*. New York : Prantice Hall.

David Clifford, Jan Van Bon.(2008). *Implementing ISO/IEC 2000 Certification : The Roadmap*. ITSM Library. Van Haren Publishing ; ISBN 908753082x.

Jenny Dugmare, Sharon Taylor.(2008). *ITIL v3 and ISO/IEC 20000*. United Kingdom ; Workbook.

Office of Government Commerce.(2005). *ITIL Small Scale Implementation*. The Stationery Office ; ISBN 0-11-330980-5.

IT Governance Institute.(2008). *COBIT MAPPING : Mapping og ITIL v3 with Cobith 4.1*. USA : ITGI.

Matthews, J. (2005). *Computer Networking : Internet Protocols in Action*. 1st edition. Danvers, MA: John Wiley & Sons.Inc

