

DAFTAR PUSTAKA

- [1] S. A. KELKAR, IT SERVICE MANAGEMENT: A CONCISE STUDY, New Delhi: PHI Learning Pvt. Ltd, 2012.
- [2] E. Board, IT Service Management - Global Best Practices, Volume 1, United States: van Haren publishing, 2008.
- [3] C. T. Betz, Architecture & Patterns for IT Service Management, Resource Planning, and Governance: Making Shoes for the Cobbler's Children, USA: Elsevier, 2011.
- [4] T. BS, Practical IT Service Management: A concise guide for busy executives, United Kingdom: IT Governance Publishing, 2014.
- [5] J. A. Hall dan T. Singleton, Audit dan Assurance Teknologi Informasi 1 (ed. 2), Jakarta: Salemba Empat, 2007.
- [6] A. H. Millichamp, Auditing, London: Cengage Learning EMEA, 2007.
- [7] K. C. L. J. P. Laudon, Sistem Informasi Manajemen 1 (ed.10), jakarta: Salemba empat, 2007.
- [8] Marimin, H. Tanjung dan H. Prabowo, Sistem Informasi Manajemen Sumber Daya Manusia, Jakarta: Grasindo, 2006.
- [9] C. J. L.Gaol, Sistem Informasi Manajemen: Pemahaman dan Aplikasi, Jakarta: Grasindo, 2008.
- [10] K. C. Laudon dan J. P. Laudon, Sistem Informasi Manajemen 2 (ed.10), Jakarta: Salemba Empat, 2008.
- [11] V. Kumar, TOTAL QUALITY MANAGEMENT, Lulu, 2013.
- [12] M. Rovers, ISO/IEC 20000-1:2011 - A Pocket Guide, Zaltbommel: Van Haren, 2012.
- [13] B. Mutafelija dan H. Stromberg, Process Improvement with CMMI® v1.2 and ISO Standards, New York: CRC Press, 2008.
- [14] J. v. Bon dan D. Clifford, Implementing ISO/IEC 20000 Certification: The Roadmap, Zaltbommel: Van Haren Publishing, 2008.

- [15] Mulyadi, Sistem Perencanaan & Pengendalian Manajemen (ed.3) Koran, Jakarta: Salemba Empat, 2007.
- [16] Darmono, Perpustakaan Sekolah: Pendekatan Aspek Manajemen dan Tata Kerja, Grasindo, 2007.
- [17] R. L. Rauf Fauzan, "Audit Tata Kelola Teknologi Informasi Untuk Mengontrol Manajemen Kualitas Menggunakan Cobit 4.1," *jurusan Teknologi Informasi dan Sistem Informasi (JuTISI)*, vol. 1, no. 3, p. 236, 2015.
- [18] M. Kunas, Implementing Service Quality based on ISO/IEC 20000: A management guide, United Kingdom: IT Governance Publishing, 2012.
- [19] S. Waddock, C. Bodwell dan J. Leigh, Total Responsibility Management: The Manual, switzerland: Greenleaf Publishing, 2007.
- [20] O. Laasch dan R. N. Conaway, Principles of Responsible Management: Global Sustainability, Responsibility, and Ethics, USA: Cengage Learning, 2014.
- [21] G. Tonfoni dan L. C. Jain, The Art and Science of Documentation Management, USA: Intellect Books, 2006.
- [22] S. Thanuskodi, Challenges of Academic Library Management in Developing Countries, India: IGI Global, 2013.
- [23] A. S. DeNisi dan R. W. Griffin, Human Resource Management, Houghton Mifflin Company, 2006.
- [24] D. A. DeCenzo dan S. P. Robbins, Fundamentals of human resource management, United States: Wiley, 2007.
- [25] B. Davis, Mastering Software Project Requirements: A Framework for Successful Planning, Development & Alignment, USA: J. Ross , 2013.
- [26] M. Kunas, Implementing Service Quality based on ISO/IEC 20000: A management guide, United Kingdom: T Governance Publishing, 2011.