DAFTAR PUSTAKA

[1] Alter, S. 2010. *Viewing System as Service: A Fresh Approach in the IS Field, Communications of the Association for Information Systems*, Vol. 26, Article 11.

[2] ITGI. 2007. *COBIT 4.1*. www.itgi.org.

[3] ITGI, ISACA, OGC, dan TSO. 2008. *Aligning COBIT 4.1, ITIL v3, and ISO/IEC 27002 for Business Benefit*. England and United State of America.

[4] ITGI. 2008. *COBIT® Mapping: Mapping of ITIL v3 With COBIT® 4.1*.

[5] ITSM. *http://id.wikipedia.org/wiki/ITSM*. tanggal akses 14 April 2013.

[6] Office of Government Commerce, OGC. 2007. *ITIL version 3: Service Strategy*. The Stationery Office- TSO. London.

[7] Office of Government Commerce, OGC. 2007. *ITIL version 3: Service Design*. The Stationery Office- TSO. London.

[8] Taruu LLC. 2009. *ITIL v3 Foundation Study Guide*.