

DAFTAR PUSTAKA

- A.A. Istri CD, Rizki Fadila. 2023. Uji Validitas dan Reliabilitas Kuesioner Pengetahuan Masyarakat Tentang Program JKN. *J Kesehat Qamarul Huda*. 11(1):307–315. <https://doi.org/10.37824/jkqh.v11i1.2023.462>.
- Adebayo Adeyinka Victor, Mubarak A Moronkunbi, Oyetunde Christian Oyedeji, Popoola Olusegun Victor, Shodunke Ajani Samuel. 2024. The Role of IT Governance Risk and Compliance (IT GRC) in Modern Organizations. *Int J Latest Technol Eng Manag Appl Sci*. 13(6):44–50. <https://doi.org/10.51583/ijltemas.2024.130607>.
- Cots S, Casadesús M, Marimon F. 2016. Benefits of ISO 20000 IT service management certification. *Inf Syst E-bus Manag*. 14(1):1–18. <https://doi.org/10.1007/s10257-014-0271-2>.
- Desk IS, Workflows A, Users E. 2023. Ivanti Service Desk , powered by Landesk.
- Diirr T, Santos G. 2014. Improvement of IT service processes: a study of critical success factors. *J Softw Eng Res Dev*. 2(1). <https://doi.org/10.1186/2195-1721-2-4>.
- Dwi Amalia, R., & Krisnanik, E. (2026). *Evaluasi Capability Level Tata Kelola TI Berbasis COBIT 2019 untuk Mendukung Transformasi Digital Perguruan Tinggi*. 16–34. <https://doi.org/10.54066/jptis.v4i2.3859>
- Elmobark N, El-Ghareeb H, Elhishi S. 2023. Measuring and Evaluating Frameworks for IT Service Quality in the IT Industry: A Comparative Study. 2023 *Int Conf Artif Intell Sci Appl Ind Soc CAIS AIS 2023*. September. <https://doi.org/10.1109/CAIS AIS59399.2023.10270071>.
- Firdausi Fikri A, Nawangsari ER. 2023. Gap Analysis To Measure Service Quality At Public Service Mall (Mpp). *J Governansi*. 9(1):18–34. <https://doi.org/10.30997/jgs.v9i1.5534>.
- Forrester E, Penn L. 2023. Updated Comparison of ISO / IEC 20000-1 and CMMI for Services V2. 2020 November 2020:2020–2023.
- Freshworks. 2025. 7 KPIs of world-class ITSM.
- Herianto H, Wasilah W. 2022. Asesment Capability Level dan Maturity Level Tata Kelola TI Pada Kantor Kementerian Agama Kabupaten Pesawaran Provinsi Lampung Menggunakan Framework COBIT 2019. *KONSTELASI Konvergensi Teknol dan Sist Inf*. 2(2):229–240. <https://doi.org/10.24002/konstelasi.v2i2.5553>.

- Indonesia SN, Badan Standardisasi. 2024. Teknologi Informasi – Manajemen Layanan – Bagian 1 : Spesifikasi.
- Kahfi A, Legowo N. 2024. Implementation Planning Information Technology *Service Management* (ITSM) Iso 20000-Based in Guarantee Companies. *J Indones Sos Teknol*. 5(4):1682–1693. <https://doi.org/10.59141/jist.v5i4.1001>.
- Kurniawan DD, Sutabri T. 2023. Analisis IT *Services Management* (ITSM) Layanan Sistem Informasi Meteorologi Penerbangan Menggunakan Indonesian Journal of Multidisciplinary on Social and Technology Homepage: <https://journal> Analisis IT *Services Management* (ITSM) Layanan Sistem Informasi . 1(3):196–205. <https://doi.org/10.31004/ijmst.v1i3.159>.
- Kraugusteeliana, K., Sri Wahyuningsih, S., Hesti Indriana, I., Suryadi, D., & Munizu, M. (2024). The Application of COBIT Framework to Evaluate Information System Governance in National Business Technology Transformation Companies. *Jurnal Informasi Dan Teknologi*, 86–92. <https://doi.org/10.60083/jidt.v6i1.479>
- Li M, Cheng S, Lu M. 2024. Impact of information technology capabilities on organizational resilience: the mediating role of social capital. *Humanit Soc Sci Commun*. 11(1):1–11. <https://doi.org/10.1057/s41599-024-03951-0>.
- Manz JA, Todd MJ, Iverson L, Ball SJ, Manning L, Topp R. 2025. Validity and reliability testing of the Creighton Competency Evaluation Instrument 2.0© (CCEI 2.0). *Clin Simul Nurs*. 103:101736. <https://doi.org/10.1016/j.ecns.2025.101736>.
- Najooan HK, Mawuntu DJ. 2023. Establish and Implement PAM and PRM ISO 20000-1:2011. *Brill Res Artif Intell*. 3(2):359–368. <https://doi.org/10.47709/brilliance.v3i2.3296>.
- Pratama MN, Perdanakusuma AR, Rachmadi A. 2023. Evaluasi Maturitas Teknologi Informasi Pada Proses *Problem management* PT. XYZ Menggunakan Kerangka Kerja COBIT 5. *J Teknol Inf dan Ilmu Komput*. 10(2):369–378. <https://doi.org/10.25126/jtiik.20236406>.
- Purwani F, Andreawan MR, Irillah MI, Farhan M, Antonius R, Islam U, Palembang N, Selatan S, Islam U, Palembang N, *et al*. 2025. Jurnal riset sistem informasi. 2(2):37–42.
- Rahmasari AC, Santoso AF, Praditya D. 2025. Implementation of It *Service Management* (Itsm) in *Service Level Management* and Capacity and Performance *Management* Processes. *J Indones Sos Teknol*. 6(2):803–816. <https://doi.org/10.59141/jist.v6i2.2230>.
- Robert F. DeVellis CTT. 2021. *Scale Development : Theory and Applications*.

- Samrius Upa, Kelvin, Loso Judianto, Inggumi Rumawak, Ida Bagus Neo Kurnia Armadea RDL. 2024. *Teknologi Informasi: Teori dan Implementasi Penerapan Teknologi Informasi di Berbagai Bidang*. PT Green Pustaka.
- Sugiyono PD. 2023. *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D*. www.cvalfabeta.com.
- Sulistiyowati W. 2022. Buku Ajar Statistika Dasar. *Buku Ajar Stat Dasar*. 14(1):15–31. <https://doi.org/10.21070/2017/978-979-3401-73-7>.
- TechTarget. 2024. What is Information Technology? https://www.techtarget.com/searchdatacenter/definition/IT?utm_source=chatgpt.com.
- Teichert R. 2023. a Model for Assessing Digital Transformation Maturity for Service Provider Organizations. *Eur J Bus Sci Technol*. 9(2):205–230. <https://doi.org/10.11118/ejobsat.2023.014>.
- V. Wiratna Sujarweni ;Poly Endrayanto. 2021. *Statistika untuk Penelitian*.
- Yingfei Y, Mengze Z, Ki-Hyung B. 2022. The Nexus of Service Quality, Customer Experience, and Customer Commitment: The Neglected Mediating Role of Corporate Image. *Front Psychol*. 13 June:1–13. <https://doi.org/10.3389/fpsyg.2022.917284>.
- Zahra, M. N., & Kraugusteeliana, K. (2023). Analisis Kualitas Performa Aplikasi Digital Banking X Menggunakan Framework ISO 25010. *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 10(3), 483–490. <https://doi.org/10.25126/jtiik.2023106326>