



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

DAFTAR PUSTAKA

- ISACA. (2012). A Business Framework for the Governance and Management of Enterprise IT. In ISACA. Rolling Meadows: ISACA.
- ISACA. (2016). Information Systems Auditing: Tools and Techniques Creating Audit Programs. USA.
- ITIL. (2011). ITIL® Service Operation. In C. Office, *ITIL® Service Operation* (p. 386). United Kingdom: TSO.
- Markets Insider. (2019, September 24). *Markets Insider*. Retrieved from Stock | PT BANK CENTRAL ASIA TBK. stock Price Today | Markets Insider: https://markets.businessinsider.com/stocks/pt_bank_central_asia_TBK.-stock
- Maulina, R. (2019, Juni). *Peluang Bisnis Baru di Era Revolusi Industri 4.0*. Retrieved from jurnal.id: <https://www.jurnal.id/id/blog/peluang-bisnis-baru-di-era-revolusi-industri-4-0/>
- Organisation internasionale de Normalisation (ISO). (2018, September). *ISO/IEC 20000-1:2018 Information technology — Service management — Part 1: Service management system requirements*. Retrieved from <https://www.iso.org/standard/70636.html>
- Pragita, C., Firdaus, Y., & Perdana, E. (2014). Analisis Audit Sistem Informasi pada Domain APO (Align, Plan, Organize) Manage Quality dengan menggunakan COBIT Framework.

PT Bank Central Asia TBK. (2017, November 17). *BCA - BCA Received ISO 20000*

- 1:2011 Certification. Retrieved from <https://www.bca.co.id/tentang-bca/korporasi/siaran-pers/2017/11/20/04/44/bca-raih-sertifikasi-iso-20000-1-2011>

Trochim, P. W. (2020). *Probability sampling*. Retrieved from Conjointly:

<https://conjointly.com/kb/probability-sampling/>