REFERENCES

Assawamekin, N. (2015). *Fundamentals of Software Engineering*. Bangkok: Se-Education.

Budagosa, K. (2014). *A complete guide to learning community development. Bangkok: National Research Council of Thailand*. Retrieved from http://www1.nrct.go.th/downloads/sci_adviser/manual_develop_community.pdf

Bureekul, T. (2008). *Participation: Concepts, theories and processes*. Bangkok: King Prajadhipok's Institute.

Pollard, C. E., Gupta, D., & Satzinger, J. W. (2009). Integrating SDLC and ITSM to'servitize'systems development. *Proceedings of the Fifteenth Americas Conference on Information Systems*, 415-423.

CCDKM. (2009). *Thai Telecentre: The center must be driven by "Heart" of community*. Nonthaburi: CCDKM, Sukhothai Thammathirat Open University.

Cervone, F. (2008). ITIL: A framework for managing digital library services. *OCLC Systems & Services: International digital library perspectives*, 24(2), 87-90. doi:10.1108/10650750810875430

Chanse, K. (2010). *Legal measures regarding the protection of personal data in life insurance*. (Master's thesis). Dhurakij Pundit University.

Cohen, J. M., & Uphoff, N. T. (1977). *Rural development participation: concepts and measures for project design implementation and evaluation*. New York: Rural Development Committee, Center for International Studies, Cornell University.

Fry, M. (2010). *ITIL Lite: a road map to full or partial ITIL implementation*. London: The Stationery Office.

Gordon, K. (2007). *Principles of data management: facilitating information sharing: BCS Learning and Development*. London: BCS Learning Development Limited.

Gülsoy, T. Y. (2015). Advertising ethics in the social media age. In Handbook of Research on Effective Advertising Strategies in the Social Media Age. In Takran, N. Ö., & Ylmaz, R., *Handbook of research on effective advertising strategies in the social media age* (pp. 321-338). Pennsylvania: IGI Global.

Iamsiriwong, O. (2012). *System analysis and design*. Bangkok: Se-education.

Intaratat, K., Pooparadai , K., & Krichanan, W. (2005). Telecenter strategies for distributing information access opportunities. *Education and Communication Technology Journal*, 2(1), 63-71.

Jinda, P. (2010). Community information system for sustainable development. *Journal of Information Science*, 28(1), 93-105. Retrieved from https://www.tci-thaijo.org/index.php/jiskku/article/viewFile/6416/5608

Jinda, P. (2015). *Development of community management information system in Thai context*. (Doctoral dissertation). Khon Kaen University.

Jongpattanakorn, S. (2007). *Information system analysis and design*. Bangkok: Kasetsart University Press.

Kanchong, M., Chanchai, J.(1999). *Health information system development in Trang province*. Nonthaburi: Health Systems Research Institute.

Kendall, K. E., & Kendall, J. (2014). *System analysis and design*. New Jersey: Pearson Education Limited.

Kittivaraporn, M. (2011). *A study of situations for Bankhokkraton community ICT learning center Kabinburi district, Prachinburi province*. (Master's thesis). Srinakharinwirot University.

Kooshki, F. M., & Ismail, R. (2011). The impact of information and communication technology development on economic growth. *International Proceedings of Economics Development and Research*, 10, 235-239.

Kumsopa, A. (2010). *Data management system for management planning in mae tao river basin, tak province*. Bangkok: National Research Council of Thailand.

Lerdlukanavong, P. (2007). *The development of environmental management mechanism due to the development of geological resources in Tak province*. Chiang Mai: Social Research Institue, Chiang Mai University.

Lloyd, V., Rudd, C., & Taylor, S. (2007). *Service design (Vol. 5)*. London: TSO.

Mae Ku Subdistrict Municipality. (2015). *Four years master plan (2018-2021)*. Tak: Mae Ku Sub-district Municipality, Mae Sot, Tak.

Malaiwong, K. (2015). *Information access center management in the eroa of globalization*. Retrieved from http://www.drkanchit.com/ict_management/articles/it_center.pdf

Malaiwong, K. (2015). *IT management principles*. Retrieved from http://www.drkanchit.com/ict_principles/articles/itmanagement.pdf

Marquis, H. (2016). *ITIL process maturity framework*. Retrieved from http://itsmsolutions.com/wp-content/uploads/2013/01/DITYvol2iss11.pdf

Ministry of Information and Communication Technology. (2016). *Digital Thailand.* Bangkok: Ministry of Information and Communication Technology.

Ministry of Information and Communication Technology. (2015). *Thai Community Telecentre Project.* Retrieved from http://www.thaitelecentre.org

Ministry of Information and Communication Technology. (2010). *Workshop manual for Thai Telecentre's operator: Thai Telecentre Sustainable Development Project.* Ministry of Information and Communication Technology.

Narkboonkong, I. (2012). *An adaptation of ITIL for small business organization case study : landscape architecture design firm.* (Master's thesis). Dhurakig Pundit University.

Nilsook, P., Wannapiroon, P., Jeerungsuwan, N., & Piriyasurawong, P. (2012). Evaluation of the Community-based ICT Learning Center, Ministry of Information and Communication Technology. *Proceedings of the 26th National Conference on Educational Technology 2012.* 57-62.

Oakley, P., & Marsden, D. (1984). *Approaches to participation in rural development.* International Labour Office, USA.

Office of Government Commerce. (2007). *Service Design.* London: TSO.

Office of the Ministry of Information and Communication Technology. (2015). *Community ICT Learning Center's operation manual for province statistiical officer.* Bangkok: Office of the Ministry of Information and Communication Technology. Retrieved from http://www.totacademy.com/ict/download/e11.pdf

Pereira, R., & da Silva, M. M. (2011). A maturity model for implementing ITIL V3 in practice. *Proceedings of Enterprise Distributed Object Computing Conference Workshops, 2011 15th IEEE International*, 259-268.

Phra That Pha Daeng Subdistrict Administrative Organization. (2016). *Three years master plan (2016-2018)*. Tak: Phra That Pha Daeng Subdistrict Administrative Organization, Mae Sot, Tak.

Pollution Control Department of Thailand. (2011). *The main report of the survey project on distribution and sources of contamination of cadmium in Mae Tao River Basin, Mae Sot District, Tak Province (Vol. 1/4)*. Bangkok: Waste and Hazardous Substances Management Bureau.

Rojratanavanich, P. (2013). *Guideline for Data Protection in Big Data: Privacy and Data Security*. (Master's thesis). Bangkok University.

Roman, R., & Cole, R. D. (2002). *Themes and Issues in Telecentre Sustainability. Institute for Development Policy and Management*, Manchester: Institute of Development Policy and Management, University of Manchester.

Shadrach, B., & Sharma, S. (2014). *Telecentre Sustainability: Misnomers, Challenges, and Opportunities*. Retrieved from http://www.telecenter.org/wp-content/uploads/Telecenter-Sustainability.pdf.

Short, G., & Rice, D. (2002). *Ten Steps for Establishing a Sustainable Multipurpose Community Telecentre*. Bangkok: UNESCO.

Simmons, R. W., Sukreeyapongse, O., Noble, A. D., & Chinabut, N. (2005). Final report of LDD- *IWMI land zoning and cadmium risk assessment activities undertaken in Phatat Pha Daeng and Mae Tao Mai sub-districts, Mae Sot, Tak Province, Thailand.* Bangkok: International Water Management Institute.

Siribut, B. (2013). A Synthesis of Thai Community Telecentre Research. *Humanities Journal*, 20, 258-275.

Somsamai, P. (2010). *Building public space via community participation a case study of foremost community in Bang Khun Thian district, Bangkok.* (Master's thesis). Silpakorn University.

Songprasert, N., Sukaew, T., Kusreesakul, K., Swaddiwudhipong, W., Padungtod, C., & Bundhamcharoen, K. (2015). Additional burden of diseases associated with cadmium exposure: a case study of cadmium contaminated rice fields in Mae Sot District, Tak Province, Thailand. *International Journal of Environmental Research and Public Health*, 12(8), 9199-9217.

Sriprachote, A., Pengprecha, S., Pengprecha, P., Kanyawongha, P., Ochiai, K., & Matoh, T. (2014). Assessment of cadmium and zinc contamination in the soils around Pha Te Village, Mae Sot District, Tak Province, Thailand. *Applied Environmental Research*, 36(4), 67-79.

Sritong, N. (2015). *The process of building a strong self-sustaining community.* Bangkok: Odeon Store.

Suchaiboonsiri, S. *The use of Remedy program in accordance with ITIL principles of performing section and information technology service.* (Master's thesis). University of the Thai Chamber of Commerce.

Swaddiwudhipong, W., Limpatanachote, P., Mahasakpan, P., Krintratun, S., & Padungtod, C. (2007). Cadmium-exposed population in Mae Sot District, Tak Province: 1. Prevalence of high urinary cadmium levels in the adults. *Journal of the Medical Association of Thailand*, 90(1), 143-148.

Tetiwat, O., & Esichaikul, V. (2010). Geographic community information system for supporting community development. *Proceedings of the 9th Internation Conference on eBusiness*, 82-87.

Tetiwat, O., & Esichaikul, V. (2010). *The development of a geographic community information system for supporting community development in the lower northern region.* Naresuan University.

Theanhom. T., & Srikhomkham, A. (2009). *Information system for IT problem management using ITIL process.* (Master's thesis). Naresuan University.

Tuntipalee, S. (2008). *Development of community information system management for Bankhog sub-district, Srangkhom district, Udon Thani province.* (Master's thesis). Udon Thani Rajabhat University.

Weeraprapan, P., Phalaraksh, C., Chantara, S., & Kawashima, M. (2015). Water quality monitoring and cadmium contamination in the sediments of Mae Tao stream, Mae Sot district, Tak province, Thailand. *International Journal of Environmental Science and Development*, 6(2), 142.

Wunsuk, P., & Thamsatitdeg, P. (2011). Appropriate management characteristics of Telecentres: case study of Thai Telecentres. *Humanity and Social Science Journal*, 2(1), 46-65.

Yamakawa, P., Noriega, C. O., Linares, A. N., & Ramírez, W. V. (2012). Improving ITIL compliance using change management practices: a finance sector case study. *Business Process Management Journal*, 18(6), 1020-1035.