

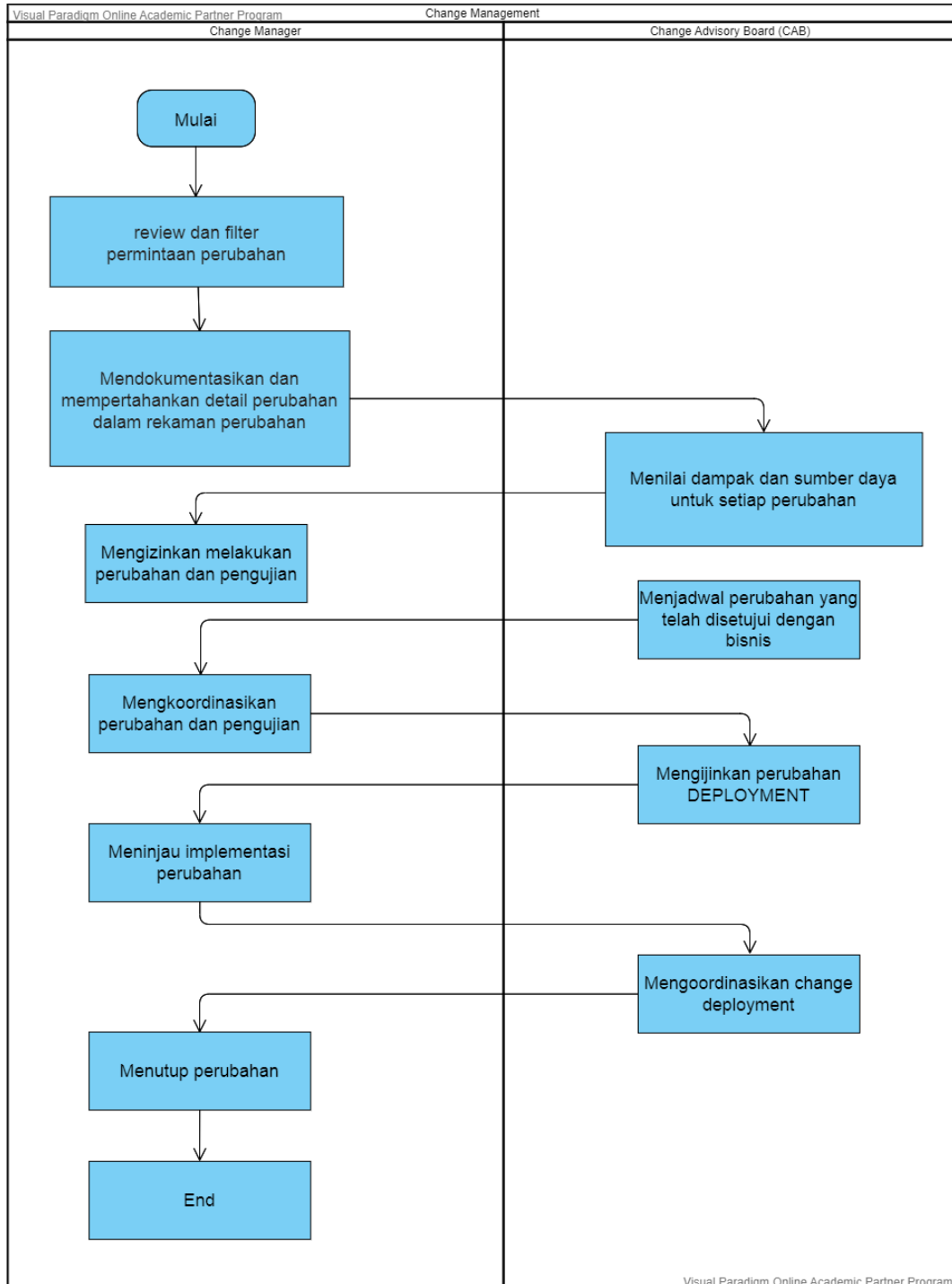
## Tugas Besar Manajemen Layanan Part 4

### Kelompok 5 SI-43-01

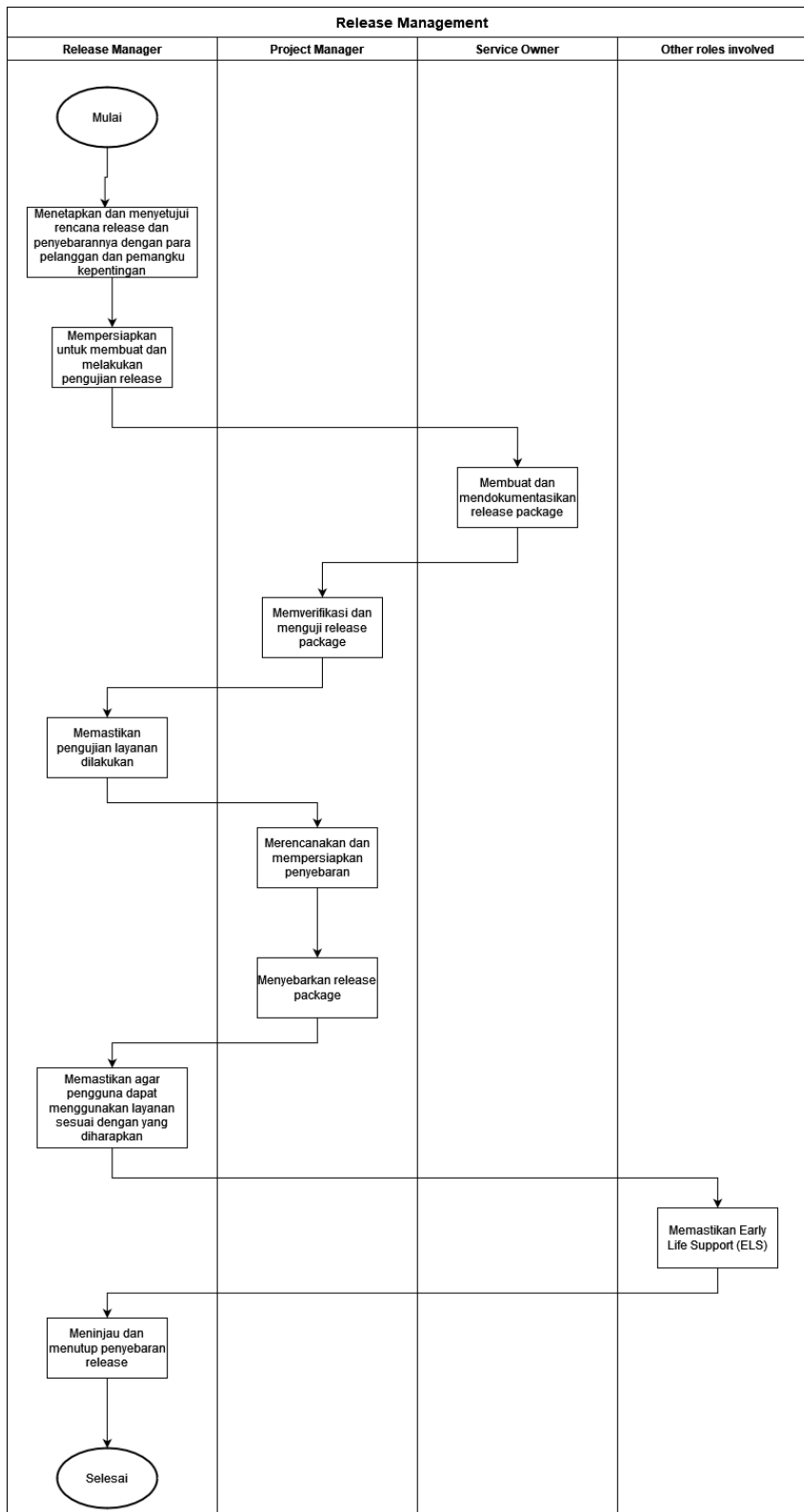
- Faizal Ghiffary Pua Note (1202190209)
- Aini Rahmadana (1202190007)
- Ni Putu Nita Suari (1202190117)
- Amelia Purnama Putri (1202194221)
- Bq. Dinda Tarbiyatuzzahrah (1202194329)
- Divani Prajna Lutfiah (1202194361)

Rekomendasi aspek process :

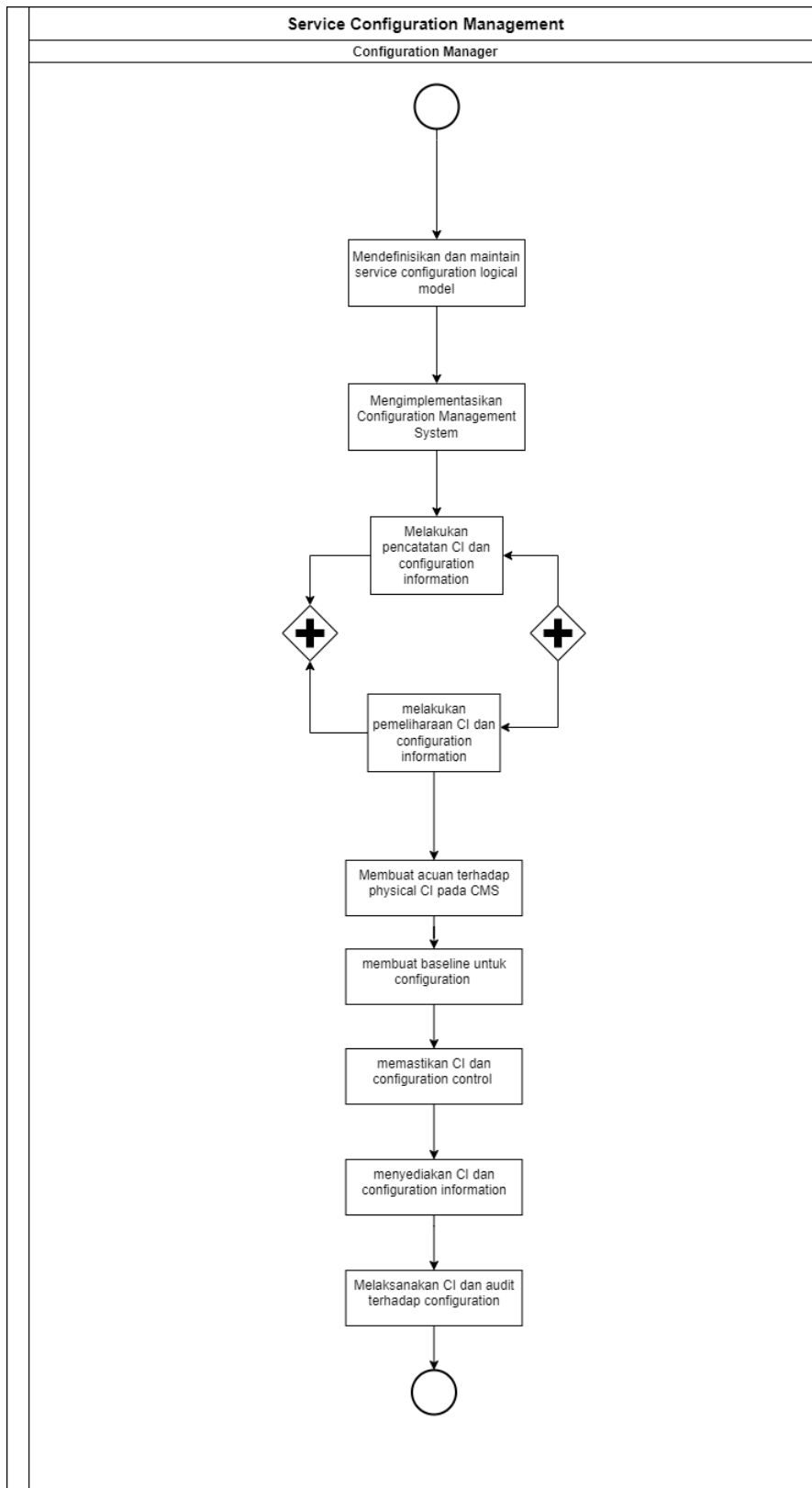
## 1. Change Management



## 2. Release Management



### 3. Service Configuration Management



#### 4. Service Continuity Management

