

## MANAJEMEN LAYANAN TEKNOLOGI INFORMASI

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# BASIC CONCEPT OF ITIL V4

## Konsep Dasar ITIL V4

- 4 Dimensi Manajemen Layanan
- 5 komponen SVS (Service Value System)
- 6 kelompok aktivitas SVC (Service Value Chain)
- 7 Guiding Principles
- 34 Practices

#### Model High Level MLTI $\rightarrow$ SVS (Service Value System)

"Komponen Apa yang harus diKelola?" → Dimensi Manajemen Layanan

"Apa yang harus dilakukan?" → SVC (Service Value Chain)

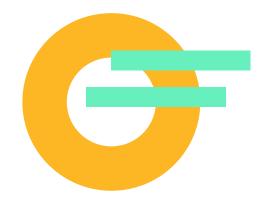
"Bagaimana Teknis Melakukannya?" → Practices

"Prinsip Bekerja & Mengambil Keputusan?" → Guiding Principles



## SVS

SERVICE VALUE SYSTEM



Model generic yang menggambarkan apa & bagaimana komponen dan aktivitas organisasi bekerja-sama sebagai sebuah sistem untuk menghasilkan Value melalui layanan berbasis Teknologi Informasi.

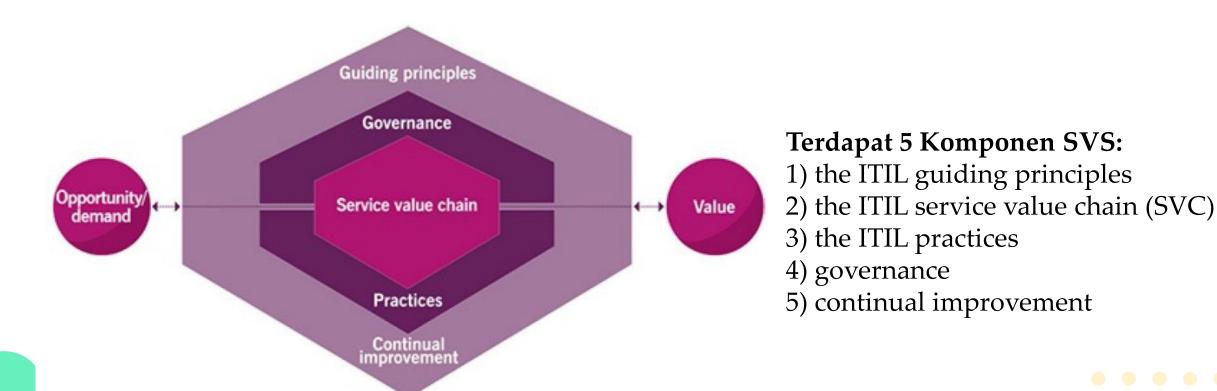
SVS memastikan organisasi bersama-sama dengan Stakeholders terus mampu melakukan Value Co-Creation melalui pemanfaatan produk & layanannya.

#### Input:

#### Peluang atau Permintaan

**Peluang** = kemungkinan memberi Added Value ke Stakeholders atau meningkatkan organisasi

**Permintaan** = keinginan/kebutuhan akan produk & layanan **Output**: Value

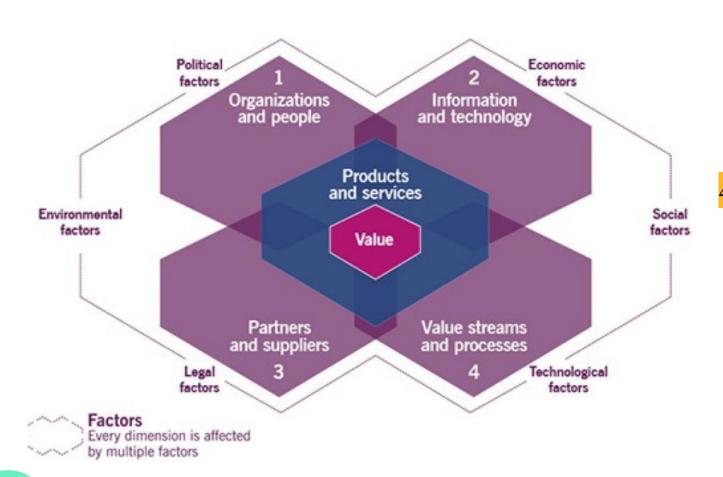


## SERVICE VALUE SYSTEM

- 1. The ITIL Guiding principles = rekomendasi yang memandu organisasi dalam mengambil keputusan dan tindakan di berbagai keadaan dan menjadi kesepakatan bersama dalam organisasi (bahkan dasar bagi budaya organisasi)
- **2. The ITIL Service Value Chain (SVC)** = sekumpulan aktivitas yang saling terkait yang dilakukan organisasi dalam menghasilkan produk dan layanan yang memiliki Value bagi Consumer.
- 3. **the ITIL Practices** = Sekumpulan sumber daya organisasi yang dirancang untuk melakukan pekerjaan tertentu atau mencapai sasaran tertentu. Satu Practice mendukung satu/lebih aktivitas SVC.
- **4. Governance** = sistem yang memberi arah (direction) dan mengontrol (control) organisasi agar operasional organisasi (termasuk Teknologi Informasi) selaras dan mendukung Tujuan Organisasi.
- **5. Continual improvement** = aktivitas berulang di semua level organisasi guna memastikan kinerja organisasi senantiasa memenuhi harapan Stakeholders, memiliki daya tahan dan kelincahan dalam menghadapi lingkungan yang cepat berubah.

## 4 Dimensi Manajemen Layanan

Holistic approach dari Manajemen Layanan: selalu mengelola seluruh 4 dimensi ini saat membangun layanan.



4 hal yang harus dikelola Penyedia Layanan saat membangun layanan yang memiliki value atau value co-creation

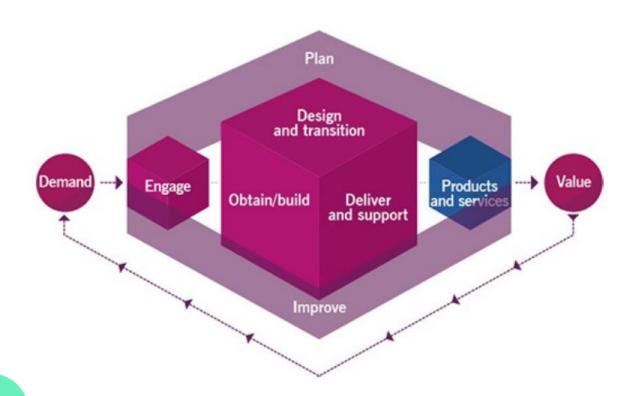


## SVC

SERVICE VALUE CHAIN



Model operasional yang menggambarkan Aktivitas-Aktivitas utama yang dibutuhkan organisasi untuk merespon DEMAND & memfasilitasi penciptaan VALUE melalui pembuatan & manajemen Produk & Layanan



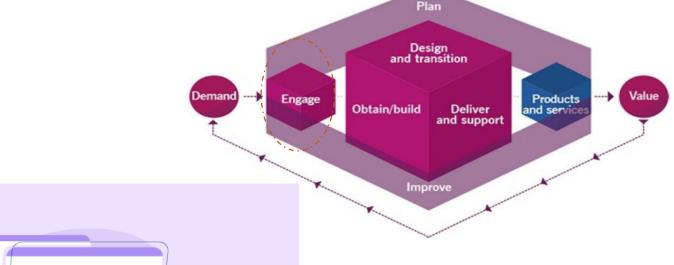
SVC adalah komponen inti dari SVS 6 "Kategori Aktivitas"\* SVC yakni:

- 1. Engage
- 2. Plan
- 3. Design & Transation
- 4. Obtain/Build
- 5. Deliver & Support
- 6. Improve

## ENGAGE

#### **INPUT:**

- a product and service portfolio provided by plan
- high-level demand for services and products provided by internal and external customers
- detailed requirements for services and products provided by customers requests and feedback from customers incidents, service requests, and feedback from users
- information on the completion of user support tasks from deliver and support marketing opportunities from current and potential customers and users cooperation opportunities and feedback provided by partners and suppliers
- contract and agreement requirements from all value chain activities
- knowledge and information about new and changed products and services from design and transition, and obtain/build
- knowledge and information about third-party service components from suppliers and partners
- product and service performance information from deliver and support improvement initiatives from improve
- improvement status reports from improve.





Activities to provide a good understanding of stakeholder needs, transparency, and continual engagement & good relationships with all stakeholders.

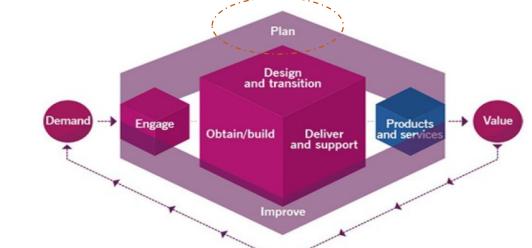
#### **OUTPUT:**

- consolidated demands and opportunities for plan
- product and service requirements for design and transition
- user support tasks for deliver and support improvement opportunities and stakehold ers' feedback for improve change or project initiation requests for obtain/build
- contracts and agreements with external and internal suppliers and partners for design and transition, and obtain/build
- knowledge and information about third- party service components for all value chain activities
- service performance reports for customers.



#### **INPUT:**

- policies, requirements, and constraints provided by the organization's governing body
- consolidated demands and opportunities provided by engage
- value chain performance infor mation, improvement status reports, and improvement initiatives from improve
- knowledge and information about new and changed products and services from design and transition, and obtain/build
- knowledge and information about third-party service components from engage.





Activities to ensure a **shared understanding of the vision, current status, and improvement direction** for all four dimensions and all products and services across the organization.

#### **OUTPUT:**

- strategic, tactical, and operational plans
- portfolio decisions for design and transition
- architectures and policies for
- design and transition
- improvement opportunities
- for improve
- a product and service portfolio for engage
- contract and agreement requirements for engage.

## DESIGN & TRANSITION

#### **INPUT:**

- portfolio decisions provided by plan architectures and policies provided by plan
- product and service requirements provided by engage
- improvement initiatives provided by improve
- improvement status reports from improve
- service performance information provided by deliver and support, and
- improve
- service components from obtain/build
- knowledge and information about thirdparty service components from engageand
- partners provided by engage.
- knowledge and information about new and changed products and services from obtain/build
- contracts and agreements with external and internal suppliers



#### **OUTPUT:**

**Products** 

and service

- requirements and specifications for obtain/build
- contract and agreement requirements for engage

Plan

Design

**Improve** 

Deliver

and support

Obtain/build

- new and changed products and services for deliver and support knowledge and information about new and changed products and services to all value chain activities
- performance information and improvement opportunities for improve.

## OBTAIN/BUILD

Plan

Design and transition

#### **INPUT:**

- architectures and policies provided by plan
- contracts and agreements with ext ernal and internal suppliers and partners provided by engage
- goods and services provided by external and internal suppliers and partners
- requirements and specifications provided by design and transition
- improvement initiatives provided by
- improve
- improvement status reports from improve
- change or project initiation requests provided by engage
- change requests provided by deliver and support
- knowledge and information about new and changed products and services from design and transition
- knowledge and information about third-party service components from engage.



Activities to ensure that service components are available when and where they are needed, and meet agreed specifications.

#### **OUTPUT:**

Deliver

Products and service

- service components for deliver and support
- service components for design and transition
- knowledge and information about new and changed ser vice components to all value chain activities
- contract and agreement req uirements for engage performance information and improvement opportunities for improve.

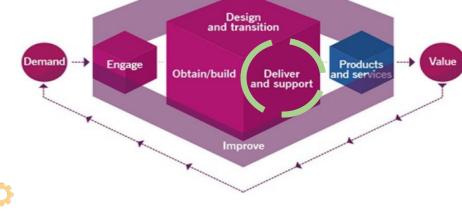
## DELIVER & SUPPORT

#### **INPUT:**

- new and changed products and services provided by design and transition
- service components provided by obtain/build
- improvement initiatives provided by improve
- improvement status reports from improve
- user support tasks provided by engage
- knowledge and information about new and changed service
- components and services from design and transition, and obtain/build
- knowledge and information about third-party service components from engage.



Activities to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.



#### **OUTPUT:**

- services delivered to customers and users
- information on the completion of user support tasks for engage product and service performance information for engage and improve
- improvement opportunities for improve
- contract and agreement requirements for engage
- change requests for obtain/build
- service performance information for design and transition

## IMPROVE

#### **INPUT:**

- product and service performance information provided by deliver and support
- stakeholders' feedback provided by engage performance information and improvement opportunities provided by all value chain activities
- knowledge and information about new and changed products and services from design and transition, and obtain/build
- knowledge and information about third-party service components from engage.



Activities to ensure **continual improvement** of products, services, and practices across all value chain activities and the four dimensions of service management.

#### OUTPUT:

Deliver

and support

**Products** 

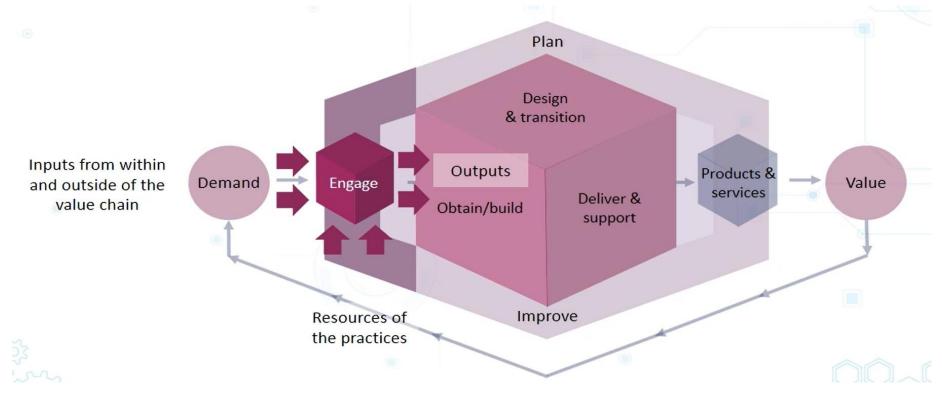
and service

Design and transition

Obtain/build

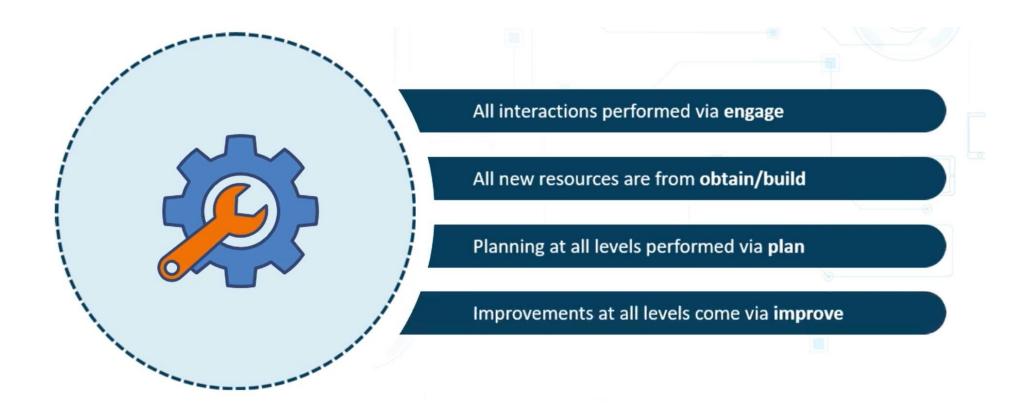
- improvement initiatives for all value chain activities
- value chain performance in formation for plan and the governing body
- improvement status reports for all value chain activities
- contract and agreement requirements for engage
- service performance information for design and transition.

## Aktivitas SVC & Interaksi antar aktivitas SVC dilakukan dengan/melalui PRACTICE



- Setiap Aktivitas SVC mengubah INPUTs → OUTPUTs melalui satu/kombinasi PRACTICEs
- INPUT dapat dari luar SVC (Demand) atau dari dalam SVC (output dari Aktivitas SVC lainnya)
- Semua Aktivitas SVC Saling Berinteraksi melalui PRACTICEs dengan Menerima Triggers & Merespon Triggers

### Pola Umum Penentuan Practice di SVC



- Semua interaksi dengan Pihak Luar dilakukan melalui Aktivitas ENGAGE
- Semua pengadaan Sumber Daya baru dilakukan melalui Aktivitas OBTAIN/BUILD
- Semua Perencanaan di semua level dilakukan melalui Aktivitas PLAN
- Semua Peningkatan di semua level dilakukan melalui Aktivitas IMPROVE

### **Contoh Value Stream**



#### **Demand**

It is discovered that there is no Wifi coverage in one area of the warehouse.

This means a forklift driver must drive across the warehouse to pick up their instructions on their tablet, causing delays and risking missed business deadlines. The forklift driver alerts the warehouse manager of the issue and that delays will occur with loading materials today.

## Proses Penyelesaian dengan ITIL V4

#### Engage

The warehouse manager phones the service desk and describes the issue: a forklift driver is unable to access the application on the tablet to receive instructions. It is agreed that this is a Priority 2 incident, and the manager is notified of the expected resolution time. Information about the incident is logged by the service desk agent, and a ticket is created in Cherwell, the IT department's ticketing system.





#### **Deliver & Support**

This is a Priority 2 Incident ticket, so the Service Level Agreement (SLA) to resolve it is two hours. The agent determines they cannot resolve the incident and escalates the ticket. Based on the reported description of the issue, the agent escalates this to the field technician supporting the warehouse to potentially replace the tablet.

#### **Deliver & Support**

The field technician receives a notification on the smartphone as soon as the Priority 2 ticket hits their queue in Cherwell. The technician wraps up with the customer they are assisting and heads to the storage room to grab a new tablet. When the technician arrives at the warehouse, it is discovered that the issue is not, in fact, the tablet, but the wireless access point. Now, we are rapidly approaching the 2-hour SLA target resolution time. The field technician now has to reassign the ticket to the network support team. When the incident ticket hits the network support engineer's Cherwell queue, the SLA has been breached.

#### Obtain/Build

The network support engineer identifies that the wireless access point has failed and replaces it with a spare from the storage room. This is a standard change, so the engineer needs no additional approval. Information required to configure the new access point is obtained from Cherwell. IT asset information is updated to show that this spare part has been consumed.



#### **Improve**

The network engineer thinks about what happened and whether they could have predicted this issue or resolved it more quickly.



#### Engage

The service desk agent contacts the warehouse manager to check that everything is now working properly, then closes the incident.

#### Value

WiFi coverage is restored and the forklift driver can now work efficiently.

#### **Engage/Improve**

A brief satisfaction survey is emailed to the warehouse manager, which they complete and return. The scores are used to identify trends, and the comments are passed to the service desk manager for consideration.

### Pattern Pada SVC

