

ITSM Class: B

CLASS ACTIVITY WEEK

14

Individual

Name: Komang Alit Pujangga

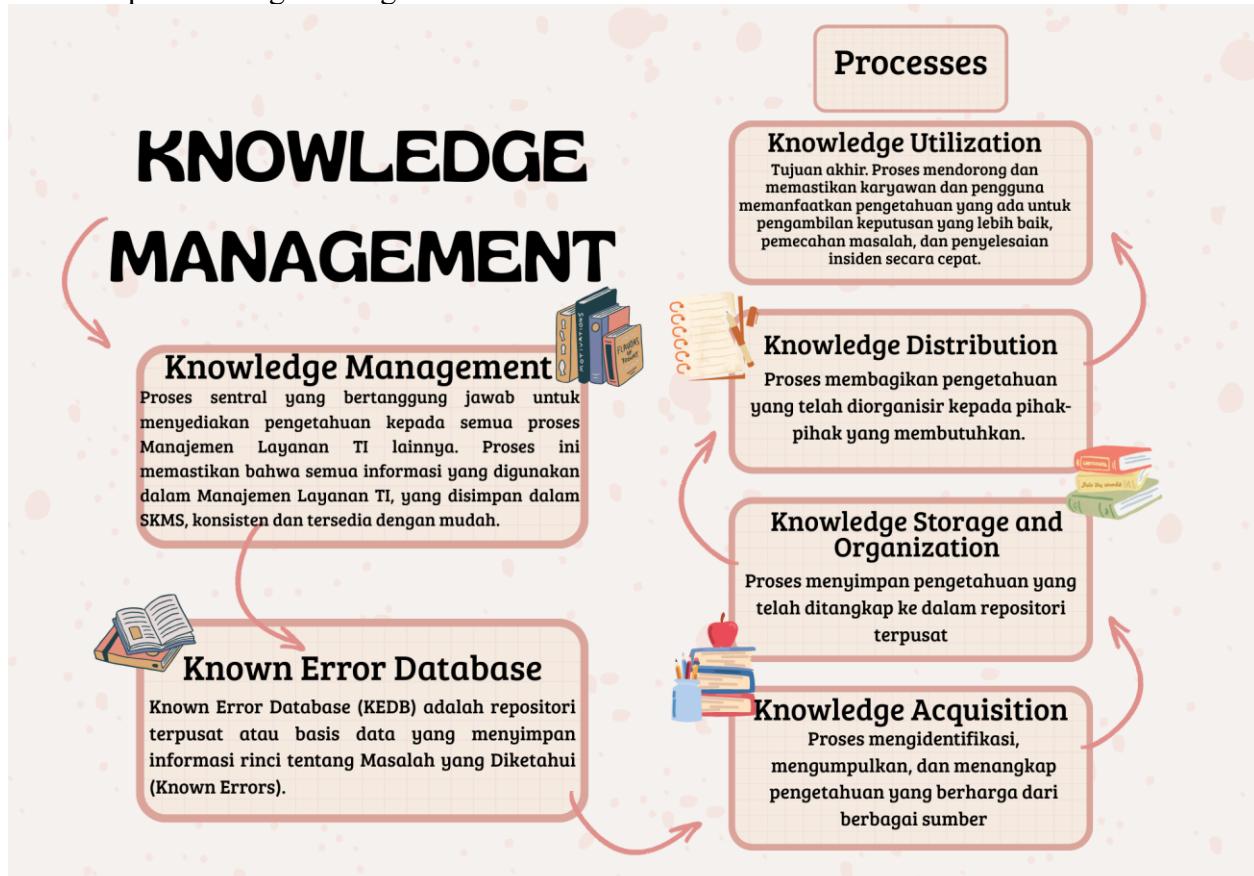
NRP: 5026231115

Information Systems Department
Institut Teknologi Sepuluh
Nopember August-December 2025

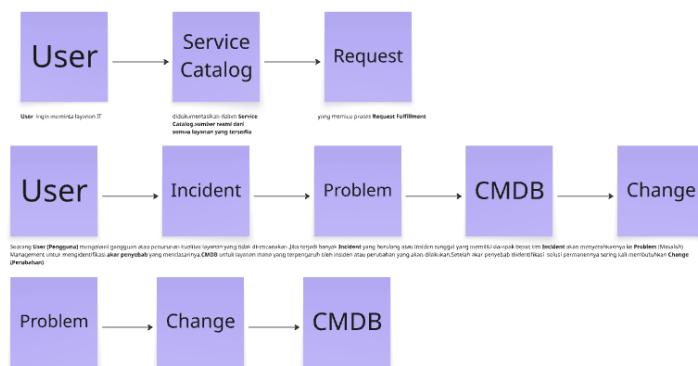
Mind Map Event Management



Mind Map Knowledge Management



Incident Management Users cannot log in to email. System response time is extremely slow for all users. Teams crashes when joining calls. Laptop freezes randomly during meetings.	Problem Management Recurring WiFi outages every Monday morning. Printer outages happen repeatedly on the same floor.	Capacity Management Slow performance happens daily at 2 PM for the CRM. Firewall ransomware blocks internal systems.	 Network bandwidth saturates during large file transfers. Storage capacity will run out in 10 days at current growth.
Service Request Management Employee requests remote access privileges. A new employee requests a laptop.	Change Enablement / Change Management Change to password policy is planned for all employees. Firewall requires firmware upgrade.	 Implementing MFA across the organization.	Availability Management One server in a cluster fails weekly but does not trigger failover. The customer portal experiences frequent but short outages.
Service Level Management (SLM) Monthly SLA report shows multiple resolution time breaches. Users complain the SLA for password resets is too slow.	Service Catalog Management Business requires adding a new service to the catalog. Users are requesting services that don't exist in the catalog.	Configuration Management (CMDB) CMDB audit shows a 30% accuracy gap. A critical CI was deleted incorrectly.	 Duplicate CI records exist for multiple laptops. Change impact analysis fails because dependencies are unknown.



Misal : Serangan Incident berulang (Sistem lambat) dieksklusikan menjadi Problem. Analisis Problem mengungkapkan bahwa akar penyebabnya adalah sistem kehabisan Capacity (RAM server).

