

Manajemen Infrastruktur TI (TI245202)

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Standar IT Infrastructure Library (ITIL)



Hingranata
NIKOLAY

INSPIRASI INDONESIA®

BERTEKAD DAN TEKUN

YANG DISEBUT TIDAK
MUNGKIN, HANYA
BUTUH WAKTU DAN
AKAL LEBIH BANYAK.
TINGGAL SOAL TEKAD
DAN KETEKUNANKU.

"Bukan soal saya sebegitu
pintar, tapi saya bertahan
lebih lama hadapi masalah"
(Albert Einstein)





Pengertian

- ITIL kepanjangan dari Information Technology Infrastructure Library
- ITIL merupakan framework de facto untuk ITSM
- ITIL merupakan framework hasil evolusi pemerintah (OGC/ Office of Government Commerce) Inggris selama 1980 yg mendokumentasikan keberhasilan organisasi dalam manajemen layanan.
- ITIL versi 3 dirilis pada tahun 2007 dan 2011
- Update ITIL versi 4 muncul pada awal tahun 2019

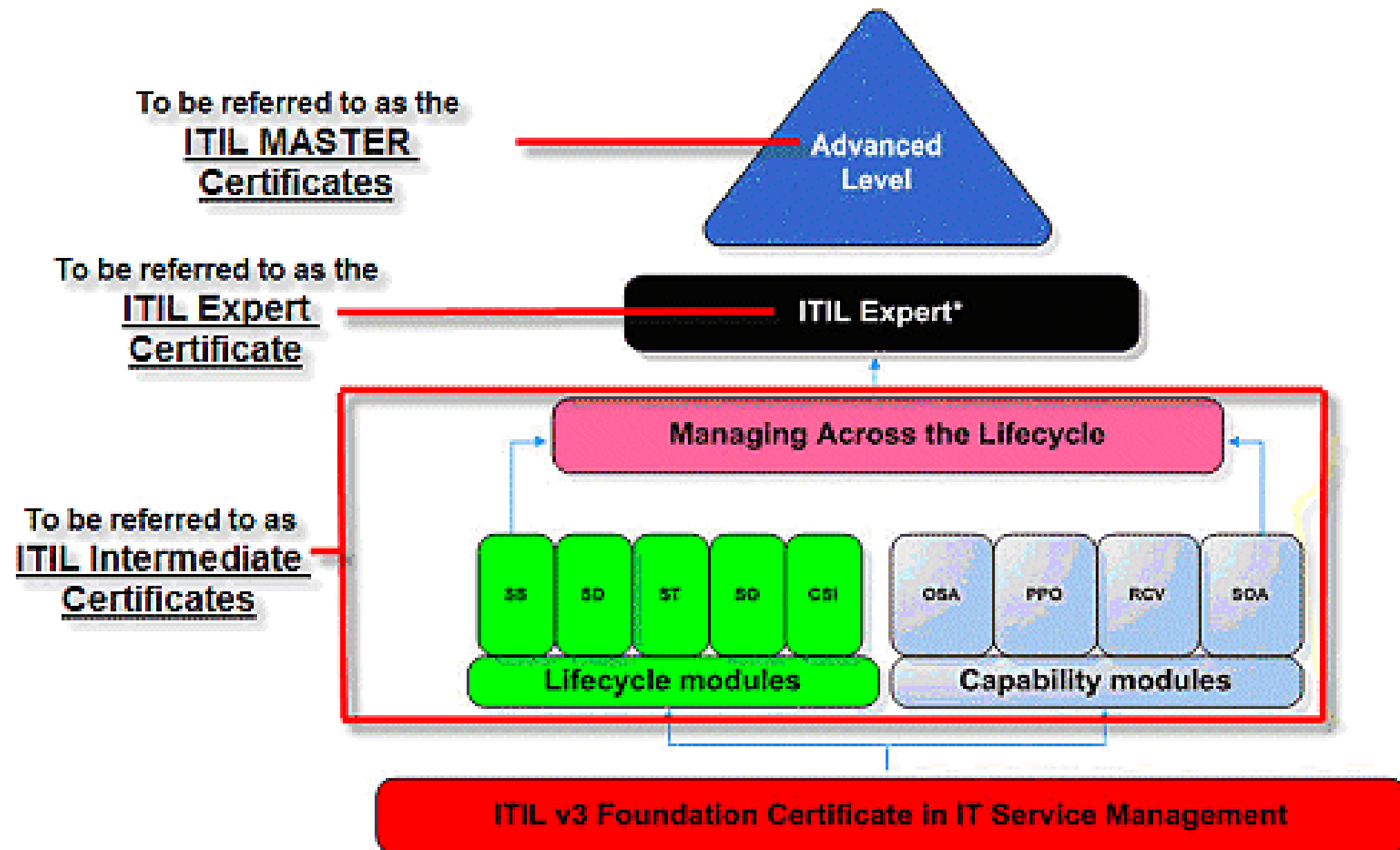


Pengertian (lanjutan)

- Terdapat empat level sertifikasi ITILv3, yaitu:
 - Level Foundation
 - Level Intermediate
 - Level Expert
 - Level Master



Pengertian (lanjutan)





Pengertian (lanjutan)

ITIL Core terdiri dari lima publikasi, yaitu:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement



Istilah-istilah

Resource

- meliputi infrastruktur IT, orang, uang, atau apapun yang membantu mengantarkan layanan IT

process

- sekumpulan aktifitas yang mengkombinasikan dan mengimplementasikan resource dan kemampuan untuk menyediakan layanan kepada customer

Service

- Layanan yg diberikan kepada customer

function

- tim atau group dan alat yg digunakan untuk melakukan aktifitas



Istilah-istilah (lanjutan)

- ITIL function meliputi:
 - service desk
 - technical management
 - application management
 - IT operation management

Process Owner

- orang yg bertanggung jawab untuk memastikan prosesnya berjalan sesuai tujuan

service owner

- orang yg bertanggung jawab untuk mengirimkan layanan IT



Istilah-istilah (lanjutan)

Process Manager

- orang yg bertanggung jawab untuk manajemen operational sebuah proses

internal service provider

- provider yg menjadi satu dengan bisnis unit

shared service provider

- provider yg menyediakan sharing layanan IT ke lebih dari bisnis unit



Istilah-istilah (lanjutan)

external service provider

- provider yg menyediakan layanan IT ke customer luar

business case

- pendukung keputusan dan alat perencanaan yg memproyeksikan sebuah aksi bisnis



cakupan proses

Service Strategy

- menyediakan panduan bagaimana mendesain, membangun, dan mengimplementasikan service management

Service Design

- menyediakan panduan untuk mendesain dan membangun layanan dan service management

Service Transition

- menyediakan panduan untuk membangun dan melakukan perbaikan kemampuan untuk proses transisi perubahan dan layanan baru hingga siap beroperasi



cakupan proses (lanjutan)

Service Operation

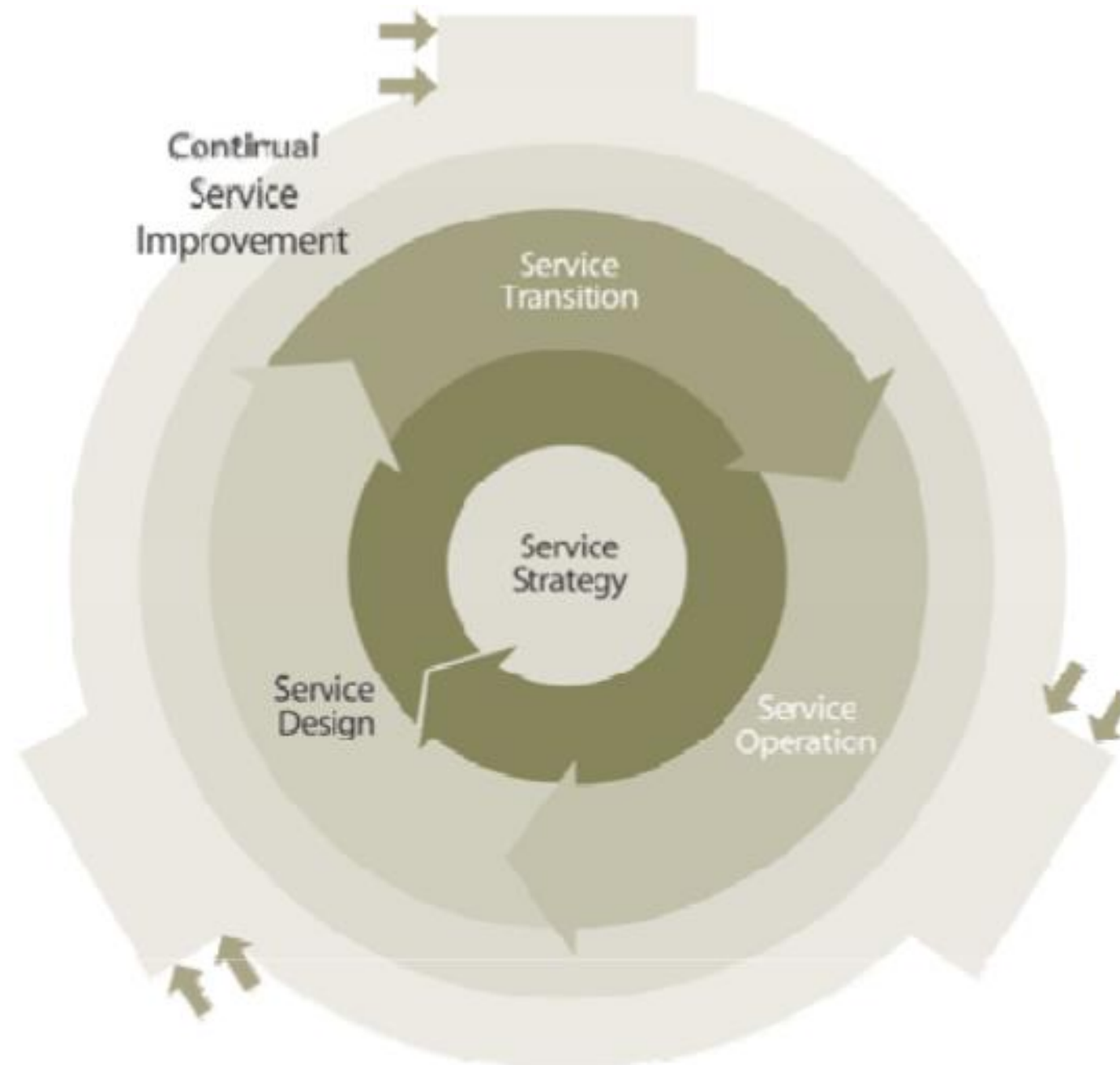
- menyediakan panduan untuk mencapai efektivitas dan efisiensi dalam menyajikan dan mendukung layanan sehingga layanan terhadap customer terjamin

Continual Service Improvement

- menyediakan panduan dalam membuat dan manage nilai bagi customer melalui design yang lebih baik, pengenalan, dan operasional layanan



tahapan dan siklus proses





Tujuan ITILv3

Tujuan ITIL adalah agar perusahaan dapat beroperasi dan bertumbuh dalam jangka panjang.



cara implementasi

Terdapat sepuluh tahapan dalam implementasi ITIL

Tahapan tersebut adalah sebagai berikut:

- Persiapan ITIL Project
- Definisi struktur IT service
- Pemilihan ITIL role dan role owner
- pendefinisian struktur To-Be Process
- pendefinisian proses interface
- membangun proses kontrol



cara implementasi (lanjutan)

- mendesain proses secara detail
- pemilihan dan implementasi sistem aplikasi
- implementasi proses ITIL dan training

How to implement ITIL®

ITIL Implementation Guide in 10 Steps



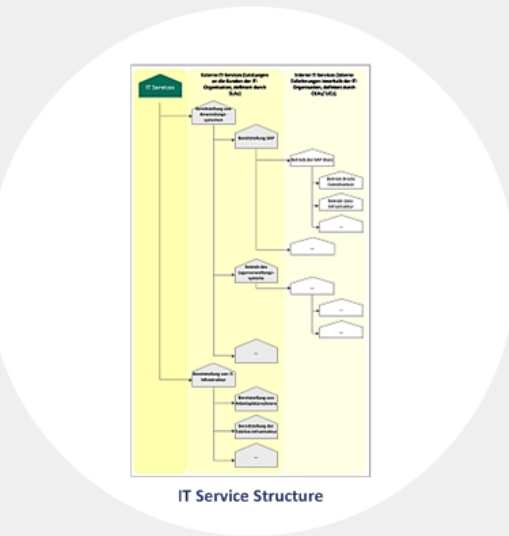
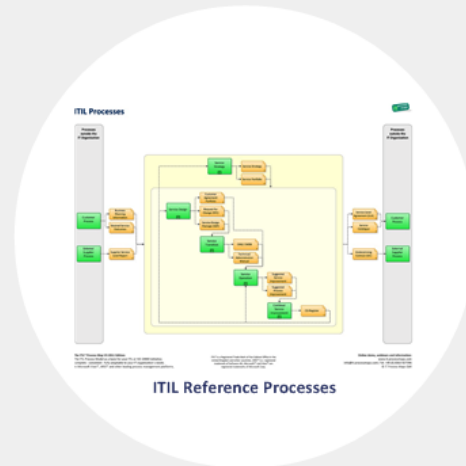
By: IT Process Maps | Stefan Kempter & Andrea Kempter
Source: http://wiki.en.it-processmaps.com/index.php/ITIL_Implementation

Step 1: Prepare the ITIL Project

Organizations that wish to implement ITIL should put a few prerequisites in place right at the beginning, to ensure that the ITIL principles are adopted in the long term.

So these, in particular, should be the first steps of an ITIL implementation project:

- Familiarize yourself with the ITIL principles.
- Establish a system for managing the ITIL processes.

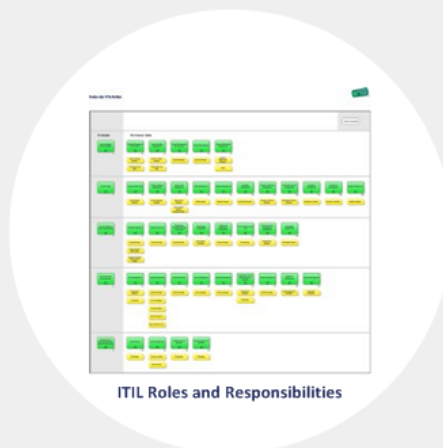


Step 2: Define the IT Service Structure

Any ITIL initiative should start by looking at services. After all, the whole idea behind introducing ITIL is to achieve a stronger focus on services.

And this is what needs to be done:

- Identify business services and supporting services.
- Create the service structure by determining the interdependencies between business services and supporting services.

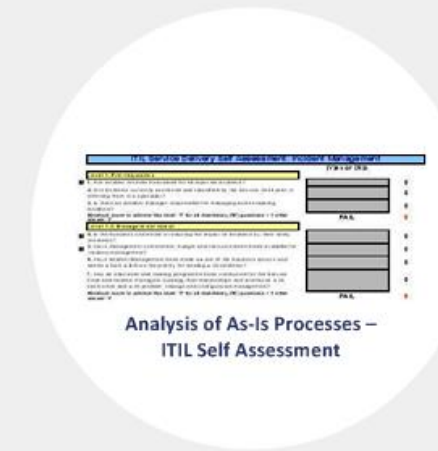


Step 3: Select ITIL Roles and Role Owners

At the beginning of any ITIL or ISO 20000 initiative it is important to nominate the individuals who will be in charge of running the new ITIL processes. This means it must be determined which ITIL roles are necessary and to whom those roles are assigned.

And this is what needs to be done:

- Identify the required ITIL roles, depending on the which ITIL processes are to be introduced.
- Assign owners to the roles.



Step 4: Analyze the As-Is Processes – ITIL Self Assessment

An analysis of the current situation should precede any process reorganization; this will make it possible to decide which current processes may be left unchanged and where, on the other hand, there is an especially urgent need for action.

And this is what needs to be done:

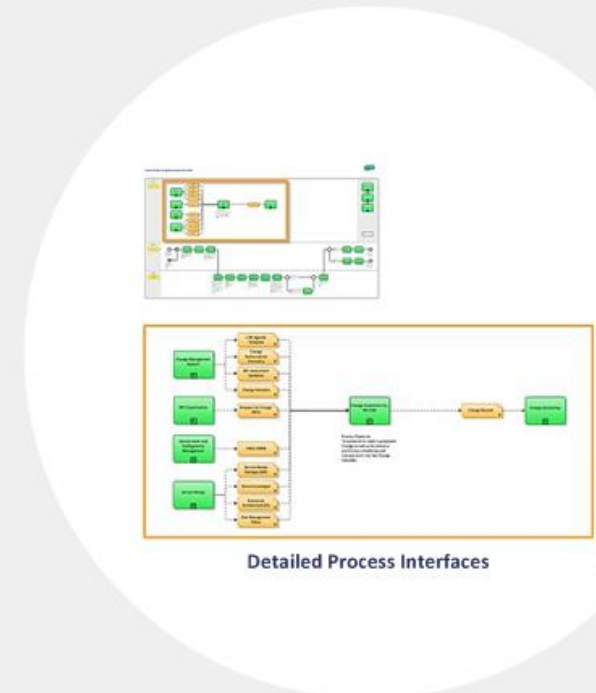
- Analyze the As-Is Processes and determine weaknesses and opportunities within current processes.

Step 5: Define the To-Be Process Structure

Following the analysis of the initial situation, it can be decided in more detail where the ITIL project will put its focus.

And this is what needs to be done:

- Determine the Service Management processes which are to be introduced.
- Create a structured process breakdown ("To-Be Process Structure") of the ITIL processes to be introduced.



Step 6: Define the Process Interfaces

Just how great the importance of process interfaces is for the design of optimal work procedures frequently becomes apparent during the analysis of as-is Processes:

Weaknesses in processes often occur at those points where one process ends and another one begins.

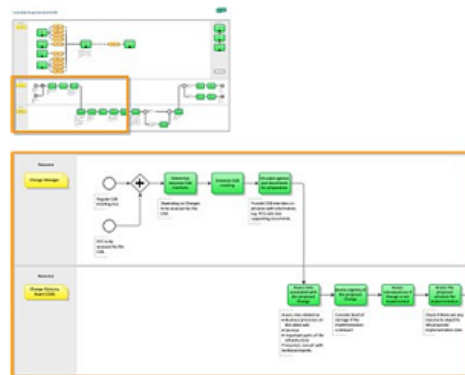
And this is what needs to be done:

- Define the process interfaces before dealing with the innards of the processes in detail.
- Take into account the interfaces of the ITIL processes to be introduced:
 - with each other.
 - with other service management processes.
 - with customer and supplier processes.

Process Owners use objective quality criteria (quality measurements, also known as Key Performance Indicators or KPIs) to assess whether their processes are running "well". This puts them in a position to decide upon the need for process improvements.

And this is what needs to be done:

- Determine metrics (KPIs) for the ITIL processes to be introduced.
- Define measurement procedures for the KPIs.
- Specify suitable reporting procedures.



Detailed Process Descriptions (ITIL process flows)

Determining the sequences of activities within each ITIL process (defining the "ITIL process flows") is bound to require considerable effort. This makes it important to concentrate on the areas which really matter to your organization.

And this is what needs to be done:

- Define the individual activities within the ITIL processes ("ITIL process flows").
- Determine guidelines/ checklists to support process execution.
- Specify the process outputs.

[illegible]

ITIL Metrics for Process Control

If new or changed application systems are needed in order to support the ITIL processes, these must first be procured or developed and implemented.

It is important to take into account functional as well as non-functional aspects when specifying the system requirements...

And this is what needs to be done:

- Define the requirements for new or changed application systems; prepare a system requirements document for applications to be changed or procured.
- Submit the suppliers of suitable ITSM systems to a systematic evaluation based on the list of requirements.



ITSM System Requirements

Finally, IT staff receives thorough training in order to be able to apply the new processes in practice, and clients or users might need to be informed - in so far as these are affected by the new ITIL processes.

And this is what needs to be done:

- **Build-up knowledge about ITIL.**
- **Train the employees participating in the new processes in the use of new or changed application systems.**
- **Instruct and inform your customers.**
- **Make the new processes a part of everyday working practice.**





Any
Question?

