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CME 201 TOPIK DALAM IT GOVERNANCE
PERTEMUAN 11,12,13
PROGRAM STUDI MAGISTER ILMU KOMPUTER
FAKULTAS ILMU KOMPUTER

FRAMEWORK IT SERVICE MANAGEMENT: ITIL

Pertemuan 11,12,13

INDIKATOR

Mahasiswa dapat :

- Memahami fungsi dan manfaat ITIL
- Memahami struktur framework ITIL
- Menerapkan framework ITIL pada sebuah organisasi

Best Practices

Quality & Control Models

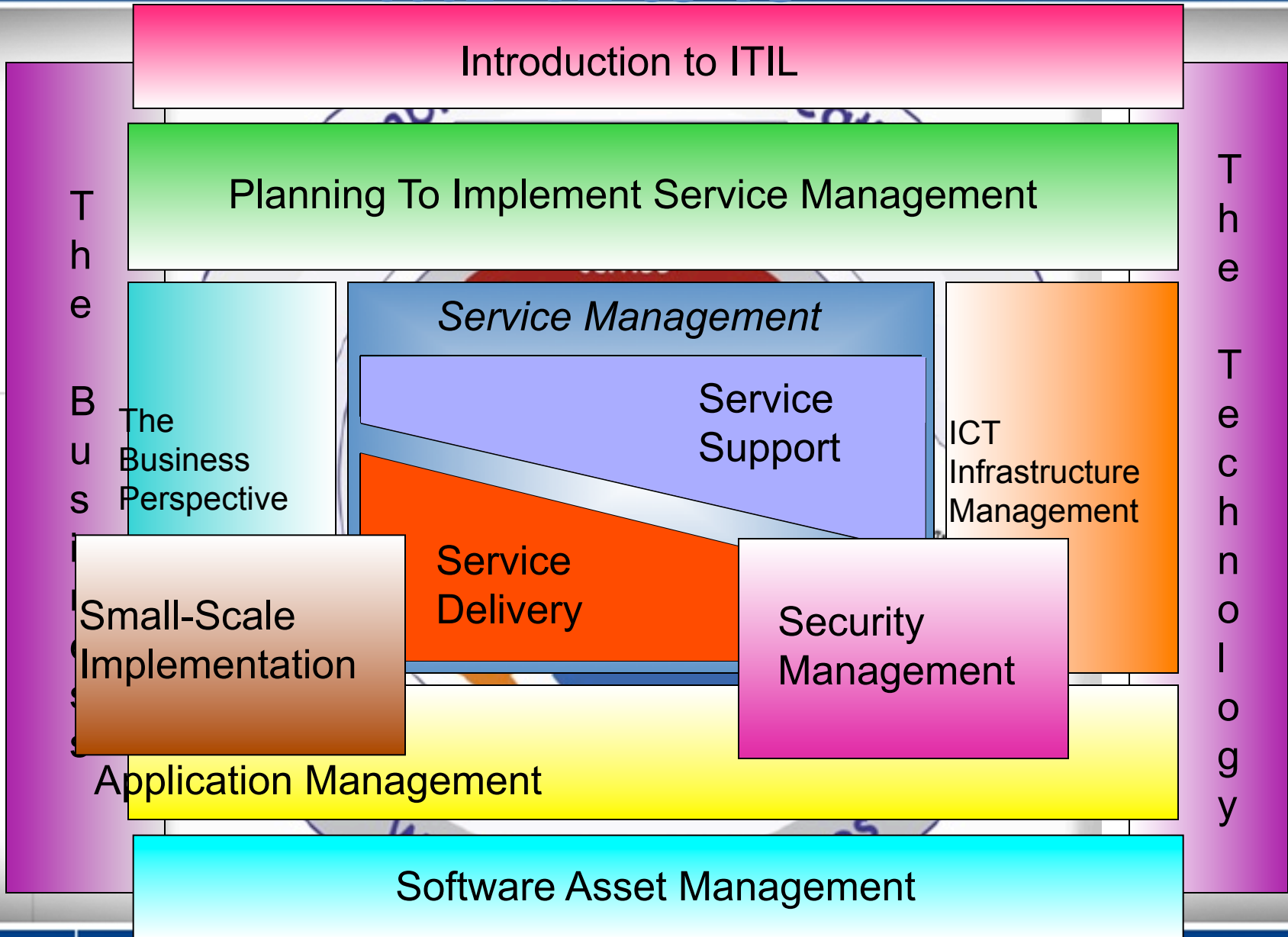
- ISO 900x
- COBIT®
- TQM
- EFQM
- Six Sigma
- COSO
- Deming
- etc..

Process Frameworks

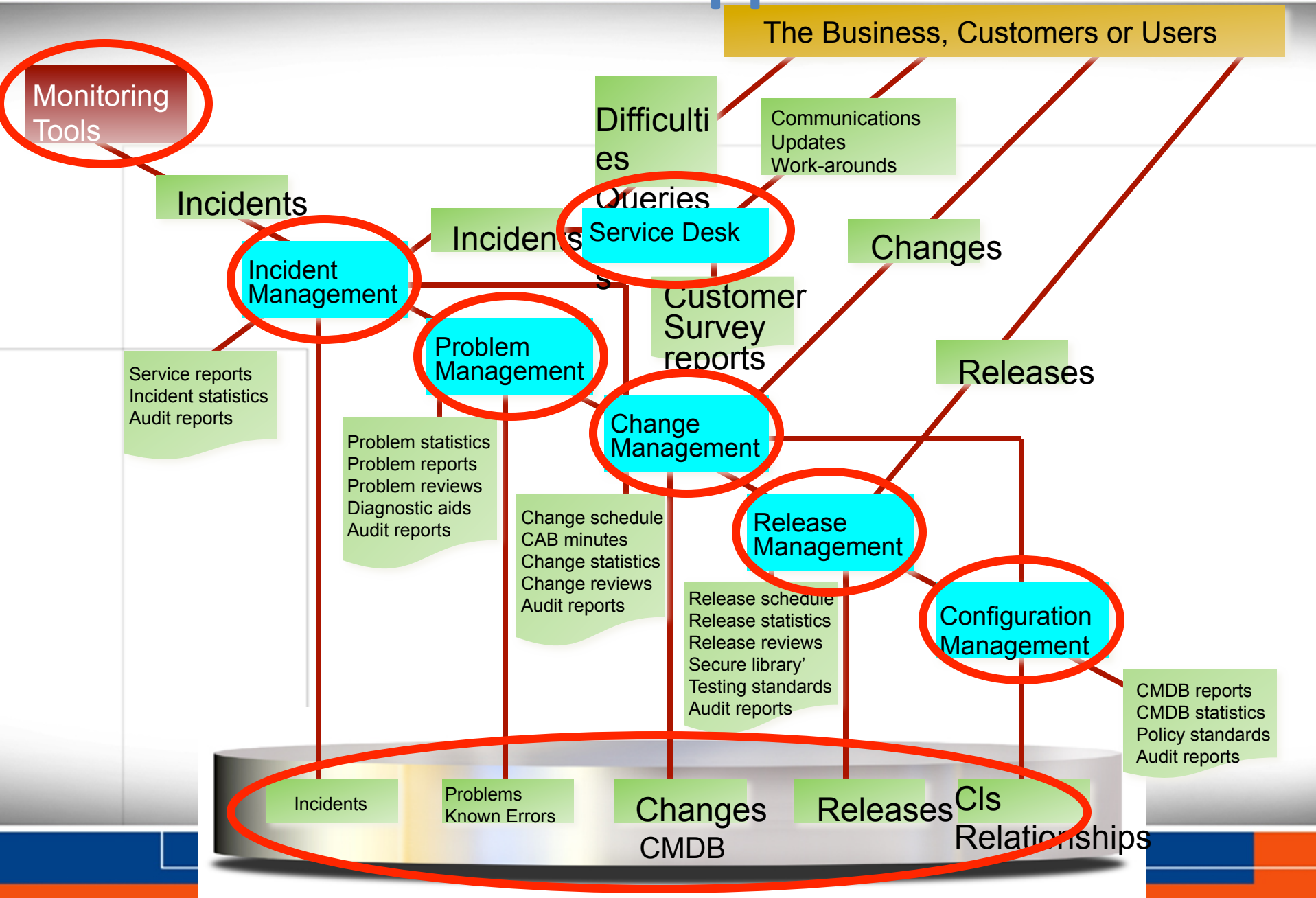
- ITIL®
- Application Service Library
- Gartner CSD
- IBM Processes
- EDS Digital Workflow
- Microsoft MOF
- Telecom Ops Map
- etc..

- What is not defined cannot be controlled
- What is not controlled cannot be measured
- What is not measured cannot be improved

ITIL® v2 to v3



ITIL v2 Service Support Model



ITIL V2 Service Delivery Model

Business, Customers and Users

Queries
Enquiries

Communications
Updates
Reports

Service Level Management

Requirements
Targets
Achievements

SLAs, SLRs
OLAs
Service reports
Service

Financial Management
For IT Services

Financial plan
Types and models
Costs and charges
Reports
Budgets and forecasts
Audit reports

IT Service
Continuity
Management
Exception reports

IT continuity plans
BIS and risk analysis
Requirements defined
Control centers
DR contracts
Reports
Audit reports

Availability Management

Availability plan
AMDB
Design criteria
Targets/Thresholds
Reports
Audit reports

Capacity Management

Capacity plan
CDV
Targets/thresholds
Capacity reports
Schedules
Audit reports

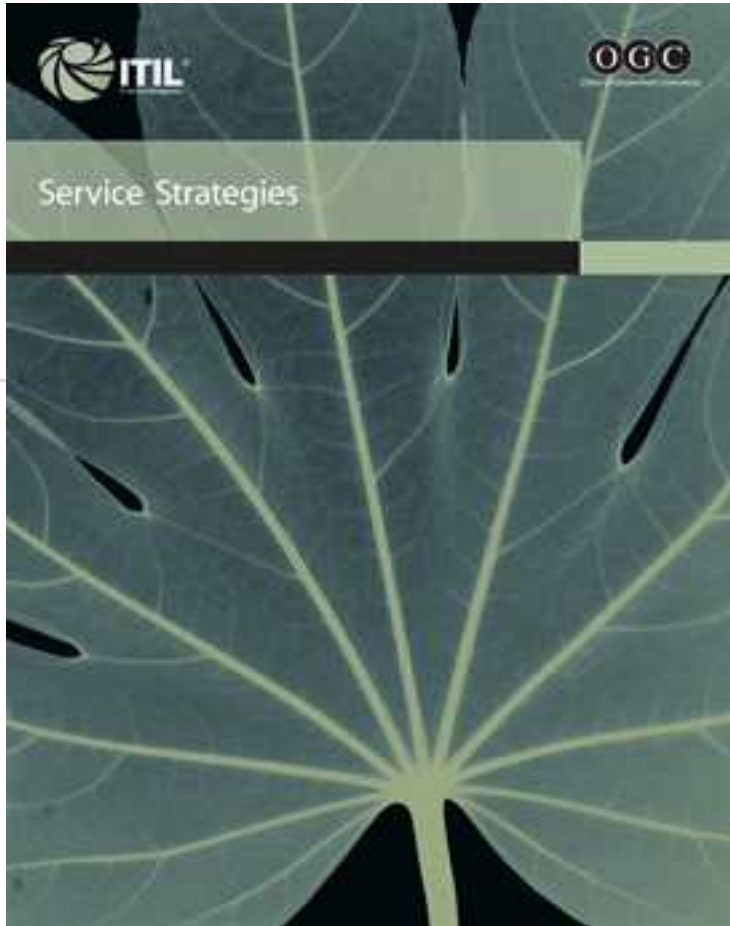
Management Tools

Alerts and Exceptions
Changes

IT Governance and ITIL® Version 3



Service Strategies



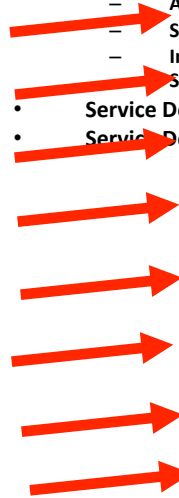
- • Service Strategy Process
 - Strategy Generation
 - IT Financial Management
 - – Service Portfolio Management
 - – Demand Management
 - Organizational Development & Design
- • Implementing Service Strategy
-

Service Design

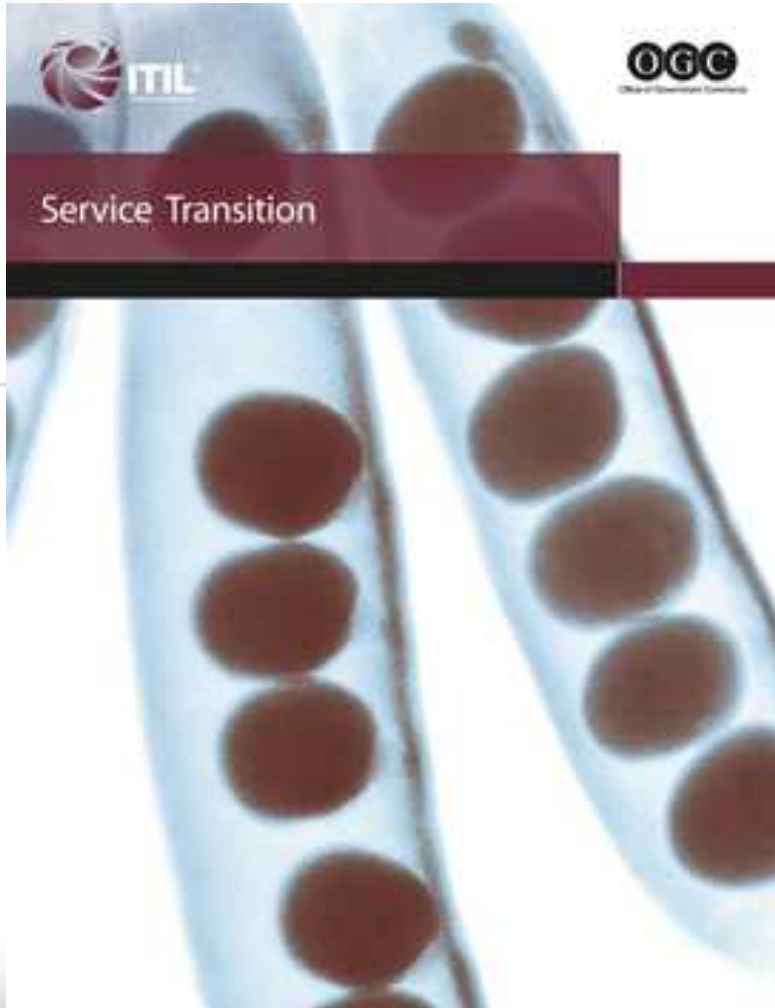
Service Management Blueprint



- Service Design Principles
- Service Design Process
 - Service Portfolio Design
 - Service Catalogue Mgmt
 - Service Level Mgmt
 - Capacity Mgmt
 - Availability Mgmt
 - Service Continuity Mgmt
 - Information Security Mgmt
 - Supplier Mgmt
- Service Design Technology
- Service Design Implementation



Service Transition



- Service Transition Principles
- • Service Transition Process
 - Change Management
 - Service Asset & Configuration Mgmt
 - Knowledge Management
 - Service Release Planning
 - – Performance and Risk evaluation
 - – Acquire Assets, Build and Test Release
 - Service Release Acceptance Test and Pilot
 - – Deployment, Decommission and Transfer
 -

Service Operation



Service Operation Principles

• Service Operation Process

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

• Common Service Operation Activities

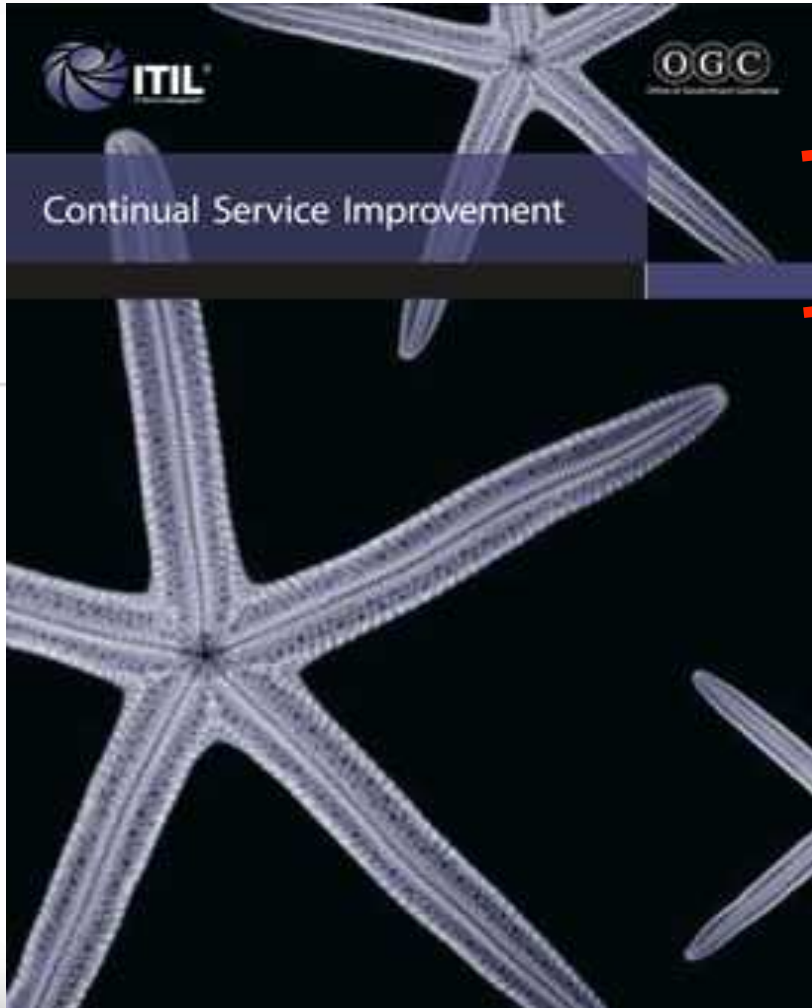
- IT Operations (Console, Job Scheduling etc.)
- Mainframe Support
- Server Mgmt and Support
- Desktop Support, Middleware Mgmt, Internet/Web Mgmt
- Application Mgmt Activities

• IT Security

• Organization Service Operation

- Service Desk
- Technical Management
- IT Operations Management
- Application Management Service Design Implementation

Continual Service Improvement



- Continual Service Improvement Principles
- Continual Service Improvement Process
 - Measurement and Control
 - Service Measurement
 - Service Assessment and Analysis
 - Service Level Management
- Organizing for Service Continual Improvement

Service Portfolio
Service Catalogue

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

IT Governance
(Demand, Risk & Control, Service Portfolio, Project Financial Mgmt, Business Relationship Mgmt, and Process Management)

IT Governance
(New Product Development, Project Mgmt, Resource Mgmt, Financial Mgmt, and Demand Mgmt)

IT Governance
(Demand, Resource, Process Mgmt, and Project Mgmt)

IT Governance
(Resource Mgmt, Project Mgmt, and Process Management)

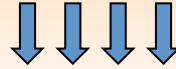
IT Governance
(Process Mgmt, Project Mgmt, and Business Relationship Mgmt)

IT Governance Model

Audit Models

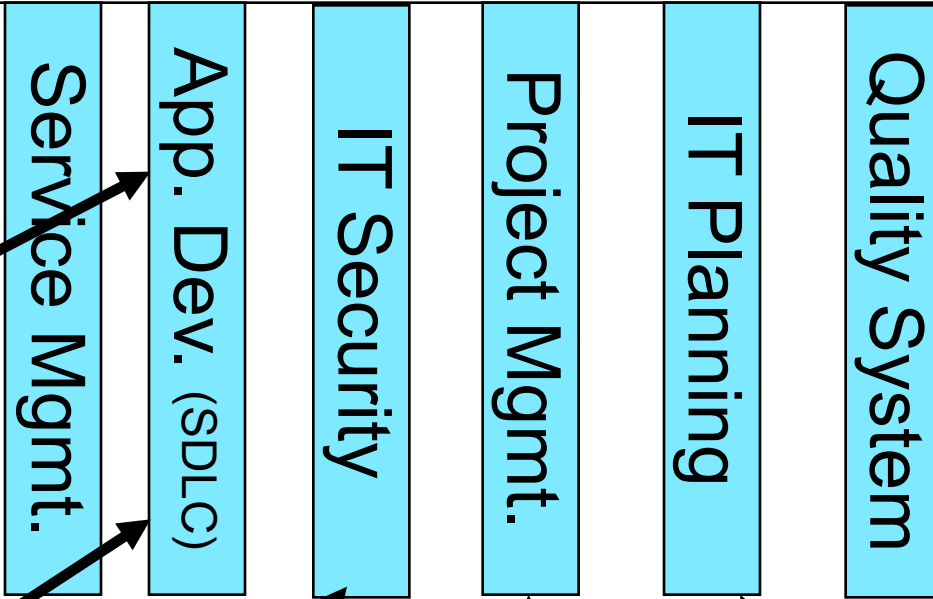
Sarbanes Oxley
US Securities & Exchange Commission

COSO



COBIT®

Quality Systems & Mgmt. Frameworks



CMMi

ITIL®

BS 15000
ISO
20000

ASL

ISO

Six Sigma

IT OPERATIONS

ISO 17799

PMI PMBOK PRINCE2

TSO IS Strategy

TERIMA KASIH