SERVICE TRANSISION

Infrastruktur dan Manajemen Layanan TI (CSI 320)
Pertemuan 10
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Prodi Teknik Informatika - Fakultas Ilmu Komputer
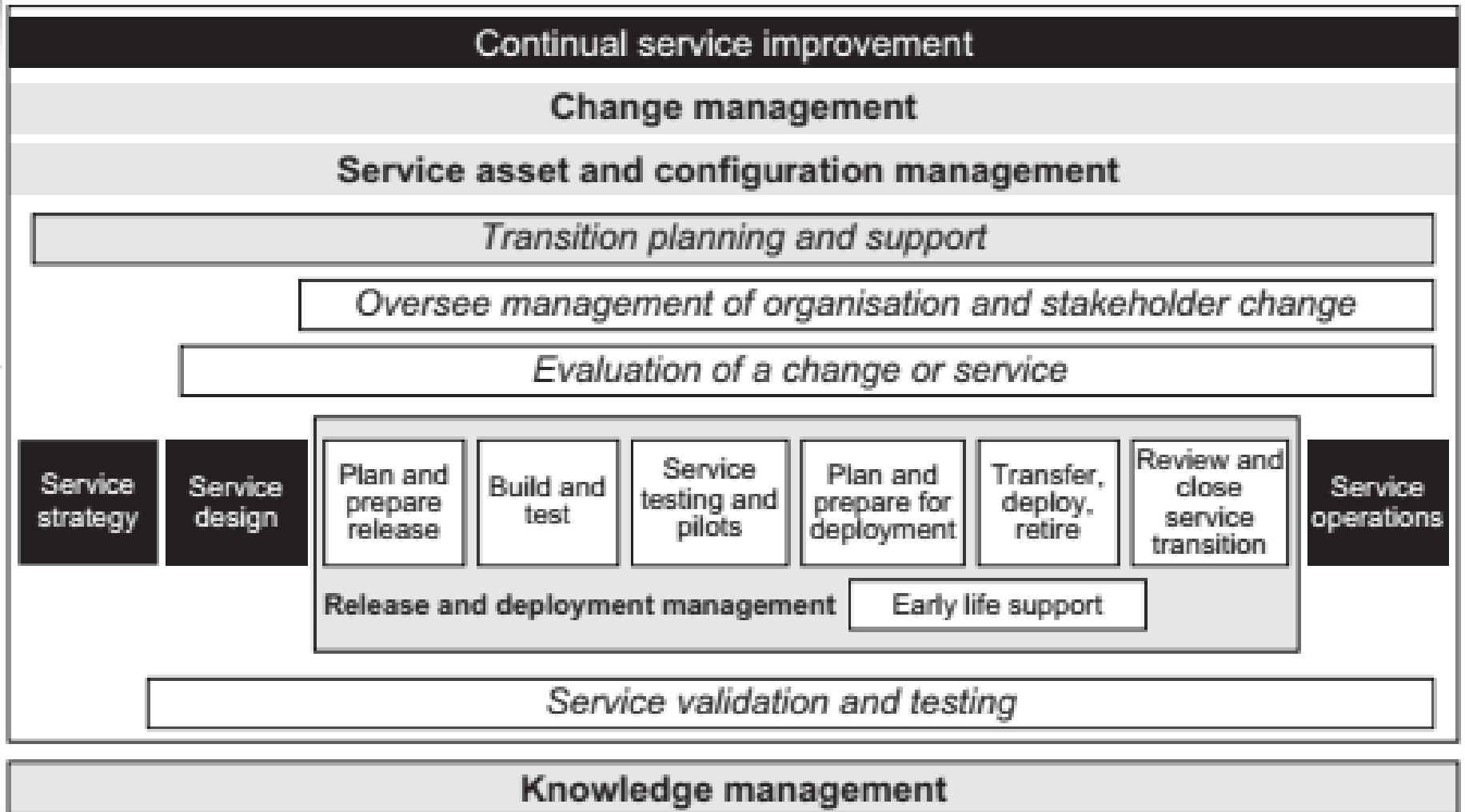
PURPOSE AND OBJECTIVES

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The purpose of service transition is to:

- set customer expectations on how the new or changed service will enable business change;

- enable the customer to integrate a release seamlessly into their business processes and services;

PURPOSE AND OBJECTIVES

- reduce variations in the predicted and actual performance of the services once they are introduced;

- reduce known errors and minimise the risks from change

- ensure that the service can be used in the manner in which it is required

PURPOSE AND OBJECTIVES

The objectives are to:

- Plan and manage the resources to introduce and activate a new or changed service to the live environment within the predicted cost, quality and time estimates;

- Minimise any unpredicted impact on the production services, operations and support organisation;

PURPOSE AND OBJECTIVES

- Increase customer, user and service management staff satisfaction with the deployment of new or changed services, including communications, release documentation, training and knowledge transfer;

- increase correct use of the services and any underlying applications and technology solutions;

PURPOSE AND OBJECTIVES

- provide clear and comprehensive plans that enable alignment between the business and service transition

PROCESS OBJECTIVES AND VALUE

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1. Service validation and testing
    – The objective of service validation and testing is to ensure that a new or changed service and its associated release process will meet the needs of the business at the agreed cost.

    – The complete end-to-end service needs to be considered and both internally and externally developed service components included.

PROCESS OBJECTIVES AND VALUE

1. Service validation and testing
   – Service validation provides value by preventing service failures that can harm the service provider's and the customer's assets, which can result in outcomes such as loss of reputation, financial loss, time delays, injury or even death.

PROCESS OBJECTIVES AND VALUE

2. Change evaluation

Evaluation is a generic process that considers whether the performance of something is acceptable, value for money, fit for purpose and whether implementation can proceed based on defined and agreed criteria.

PROCESS OBJECTIVES AND VALUE

2. Change evaluation

The objectives of change evaluation are:

• To evaluate the intended effects of a change and as much of the unintended effects as reasonably practical given capacity, resource and organisational constraints;

PROCESS OBJECTIVES AND VALUE

2. Change evaluation

The objectives of change evaluation are:

• To provide good quality outputs from the evaluation process so that change management can expedite an effective decision

• To set stakeholder expectations correctly.

PROCESS OBJECTIVES AND VALUE

3. Managing organisational and stakeholder change

- A change of any significance may involve an organisational change, ranging from moving a few staff to work from new premises through to major alterations in the nature of business working

PROCESS OBJECTIVES AND VALUE

3. Managing organisational and stakeholder change

- Organisational change efforts fail or fall short of their goals because changes and transitions are not led, managed and monitored efficiently across the organisation and throughout the change process.

CHALLENGES

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The following are some of the issues that can arise and need to be managed :

- Ensuring that all change activity is driven through service transition.

- Balancing the evolving needs of the business against the need to protect live services

- Integrating with development and project lifecycles which traditionally are independent

CHALLENGES

- Having the appropriate authority and empowerment to execute the processes as defined

- Managing people's perceptions so that the processes are not seen as a barrier to change or as being over bureaucratic

Terimakasih