



SERVICE OPERATION

www.esaunggul.ac.id

Infrastruktur dan Manajemen Layanan TI (CSI 320)
Pertemuan 11

Dosen Pengampu: Harry Kurniawan

Prodi Teknik Informatika - Fakultas Ilmu Komputer

PURPOSE AND OBJECTIVES

PURPOSE AND OBJECTIVES

These are known as the 'four balances of service operation':

1. Internal IT view versus external business

view: The external business view of IT will relate to the services delivered to users and customers while, internally within IT, those services will be viewed as a number of components.

PURPOSE AND OBJECTIVES

2. Stability versus responsiveness: Changes are frequently the causes of incidents and loss of availability, so it may be tempting to limit the number of changes in order to boost the stability of services.

3. Quality of service versus cost of service: There will always be pressures to boost the quality of IT services while controlling costs.

PURPOSE AND OBJECTIVES

Reactive versus proactive: An extremely proactive organisation will always be predicting where things could go wrong and taking action to mitigate or prevent the situation.

SERVICE OPERATION

SERVICE OPERATION

The processes performed by service operations are:

- **Event management:** This is the process responsible for the monitoring of all events throughout the IT infrastructure and applications to ensure normal operation.

SERVICE OPERATION

- **Incident management:** This is the process for dealing with all incidents. These may be incidents where service is being disrupted or where service has not yet been disrupted.
- **Request fulfilment:** This is the process that carries out service requests from users. Request fulfilment covers standard change requests, requests for information and complaints

SERVICE OPERATION

Problem management: This process is responsible for the management of all problems in the IT infrastructure. The process includes root cause analysis and arriving at the resolution of problems

SERVICE OPERATION

Access management: This process enables users with the correct level of authorisation to access an application or service. It also ensures that those without the required level of authorisation are not able to access applications and services.

SERVICE OPERATION

The functions of service operation are:

- **The service desk:** This conducts a number of processes, in particular incident management and request fulfilment. The service desk is made up of a group of staff trained to deal with service events.

SERVICE OPERATION

The functions of service operation are:

- **Technical management:** This is the function that provides the resources and ensures that knowledge of relevant technologies is kept up to date.

SERVICE OPERATION

The functions of service operation are:

- **Application management:** This will manage applications through the totality of their lifecycle. This starts with the first business 'idea' and completes when the application is taken out of service.

SERVICE OPERATION

The functions of service operation are:

- **IT operations management:** This is responsible for operating the organisation's IT infrastructure and applications on a day-to-day basis

Terimakasih