Final Review

Infrastruktur dan Manajemen Layanan TI (CSI 320)
Pertemuan 14
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SERVICE OPERATION

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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 fulflment:** 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 is 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.
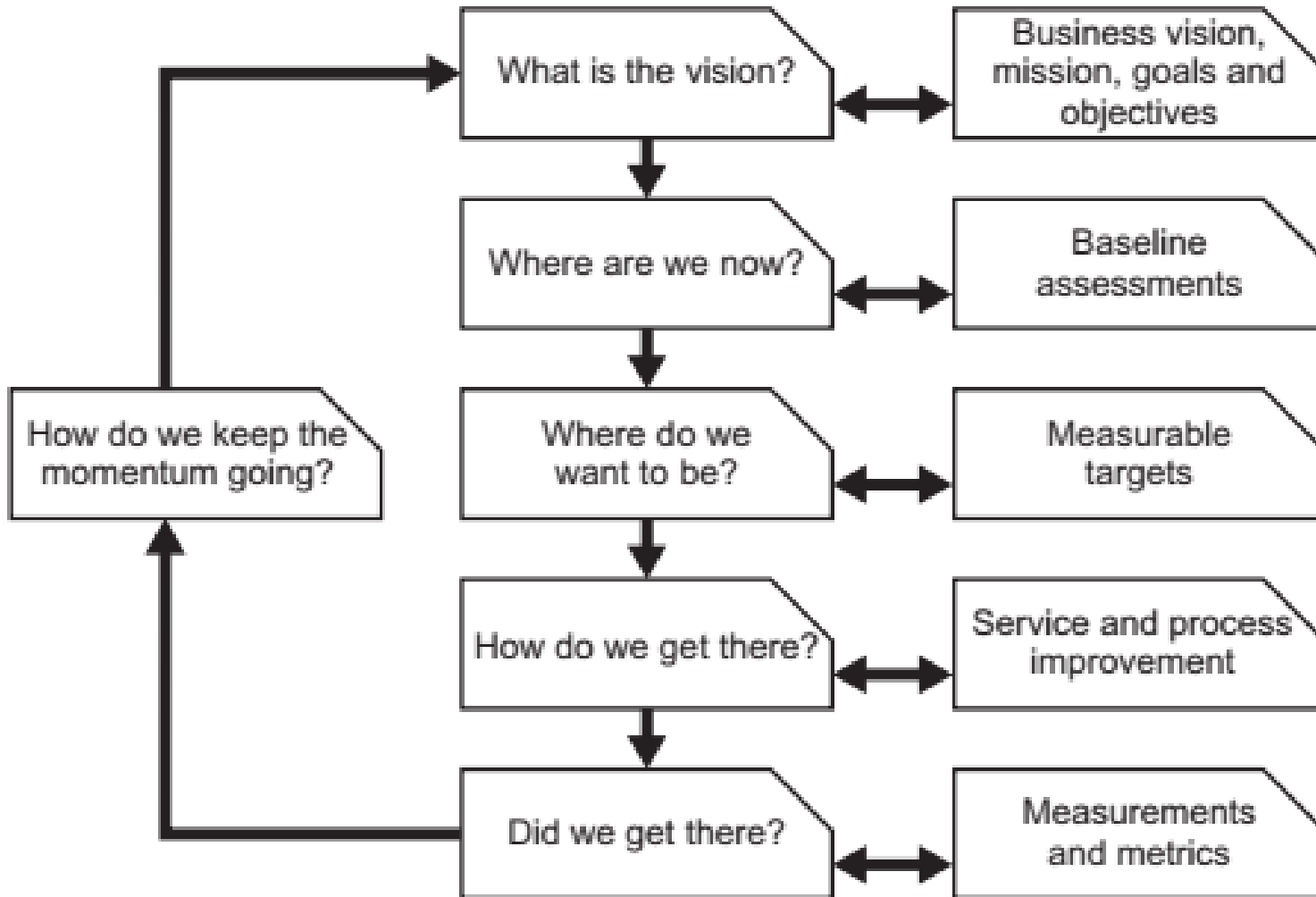
SERVICE OPERATION

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

KEY PRINCIPLES

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1. Clarify the vision, taking into account both the business and IT vision, mission, goal and objectives, and ensuring that everyone has a common understanding.

2. Assess the current situation and establish a baseline of exactly where the organisation is currently.

KEY PRINCIPLES

3. Define steps towards the vision based on priorities for improvement and setting measurable targets.

4. Document an improvement plan, using service and process improvement techniques.

KEY PRINCIPLES

5. Monitor achievements, making use of appropriate measures and metrics as defined earlier

6. Maintain the momentum by ensuring that improvements are embedded and looking for further improvement opportunities.

Value to Business

Value to Business

CSI recognises that the value IT provides to the business can be realised and measured in different ways:

- **Improvements:** Outcomes that are better when compared with the previous state.

- **Benefts:** The gains achieved through the implemented improvements

Value to Business

- **Return on investment (ROI):** The difference between the realised benefit and the cost of achieving it.

- **Value on investment (VOI):** The extra value created by the improvement including non-monetary benefits and outcomes.

FINANCIAL MANAGEMENT

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Budgeting

- The product of this planning is a financial plan or budget covering expected expenditure and income for a specified period, usually a (financial) year.

- Expenditure and income will be divided into categories to facilitate financial planning, management and control.

FINANCIAL MANAGEMENT

Budgeting

- Sound financial management requires regular monitoring against budgets.

- It tells the organisation when action is needed to maintain financial control, giving early warning that expenditure is too high or income too low

FINANCIAL MANAGEMENT

Accounting

- IT accounting allow the IT service provider to account for expenditure and income, providing a breakdown of how costs and income are divided between customers, services and activities

- This analysis helps determine the cost effectiveness of services to make sound decisions about them

FINANCIAL MANAGEMENT

Charging

- The decision whether to charge is a strategic decision to be taken with due care.

- Charging not only increases the operating costs of the IT service provider, but also increases accountability, exposure and transparency

FINANCIAL MANAGEMENT

Business case

- All organisations need to invest wisely and a key role of financial management is to evaluate proposals for investment to determine whether they are worthwhile

- Sound financial management will require all proposals for investment to include a clear case for making the investment.

Terimakasih