UNIVERSITAS
Dinamika

Heart & Mind Towards Excellence

MANAJEMEN LAYANAN SISTEM DAN TEKNOLOGI INFORMASI

KONSEP DASAR

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Rencana Pembelajaran #1

- Capaian Pembelajaran
  - Mahasiswa mampu mengatur proses operasi sistem dan teknologi informasi untuk mendukung proses bisnis.
    - Mahasiswa mampu menjelaskan konsep, roles & functions, aktivitas, produk, dan tools untuk 26 proses Manajemen Layanan TI (based on ITIL v3 2011 ed).
    - Mampu menganalisis mengimplementasikan konsep Utility & Warranty, RACI, Service Level Management, dan berbagai proses Manajemen Layanan TI dalam sebuah contoh kasus.

- Kompetensi Hardskill
  - Mahasiswa dapat **memahami** konsep Manajemen TI.
  - Mahasiswa dapat **menganalisis** metode perancangan layanan TI.
  - Mahasiswa dapat **merumuskan** operasional layanan TI.

Rencana Pembelajaran #2

- Kompetensi softskill
  - Kreatif, mampu bekerjasama dalam kelompok, dan tepat waktu
- Pokok Bahasan
  - Konsep dasar manajemen layanan TI, siklus hidup layanan TI, merumuskan rencana jangka panjang layanan TI, merancang setiap layanan TI, pembangunan sistem layanan TI, operasional layanan TI, peningkatan berkelanjutan.
- Referensi Utama dan Pendukung
  - Bon, J., 2007., Foundations of ITIL V3., Van Haren Publishing.
  - Susanto, TD., 2016., Manajemen Layanan Teknologi Informasi., Surabaya: AISINDO.
  - Brewster, E. et al., 2012., IT SERVICE MANAGEMENT A Guide for ITIL® Foundation Exam Candidates Second Edition
  - ITIL v3 2011 Edition, 2012 dan ITIL 4 Edition, 2019 (Pendukung)

Rencana Pembelajaran #3

- SKS = 3 Sks
  - 1 sks = 50' TM, 60' TT, 60' BM
  - **Tugas** 45%, **Quiz** 10%, dan **UAS** 45%.
- Model belajar
  - ***Student Centered Learning***
  - Ceramah, Diskusi, Studi kasus, Brilian
  - Menulis makalah, membaca referensi (buku, jurnal), dan analisis
- Tugas akhir mata kuliah
  - Membuat dokumen Layanan TI menggunakan contoh kasus di perusahaan
- Eksplorasi: detil, kreatif (berani beda, orisinil), berikan yang terbaik

from PRODUCT to
SERVICE ORIENTATION

Teams operate as being part of a CHAIN and COLLABORATE, **not** every team is focusing on their own area

Service Management

- Services are the main way that <u>organizations</u> create <u>value</u> for themselves and their <u>customers</u>.

- Definition: Service management
    - A set of specialized <u>organizational capabilities</u> for enabling <u>value</u> for customers in the form of <u>services</u>.

- Developing the specialized organizational capabilities mentioned in the definition requires an understanding of:
    - the nature of value
    - the nature and scope of the stakeholders involved
    - how value creation is enabled through services.

SERVICE

- A service is a means of **delivering value** to customers by **facilitating outcomes customers** want to achieve **without the ownership of specific cost and risks**

- Outcomes:
  - **Increasing** performance → **pencapaian sesuatu**
  - Overcome customers **constraint** → **menghilangkan hambatan**

Value

- The purpose of an organization is to create value for stakeholders.
- Definition: Value
  - The perceived benefits, usefulness, and importance of something.
- Inherent in this definition is the understanding that value is subject to the perception of the stakeholders, whether they be the <u>customers</u> or <u>consumers</u> of a service, or part of the <u>service provider</u> organization(s). Value can be subjective.

SERVICE VALUE

- **UTILITY** → what the customer gets ? (**Fungsi Layanan**)
  - *Increasing performance – Reducing constraint*
  - Diukur berdasarkan seberapa banyak **manfaat** yang dapat diperoleh pengguna dan yang cocok digunakan oleh pengguna (**fit for purpose**).
- **WARRANTY** → how it's delivered (**kualitas layanan**)
  - Bagaimana layanan disediakan, bagaimana kualitas layanan, atau jaminan layanan sesuai SLA.
  - Diukur seberapa besar **kenyamanan** atau seberapa kecil kemungkinan **kerugian** saat menggunakan layanan TI (**fit for use**).
  - ACCS = availability, capacity, continuity, security
- **VALUE** = UTILITY + WARRANTY