

ITSM

SERVICE PORTFOLIO, PBA, UP,
SLR, SLA, OLA, UP

Erwin Sutomo

Prodi S1 Sistem Informasi
Bagian Pengembangan dan Penerapan
Teknologi Informasi

PPTI
STUDIOS





SERVICE LIFECYCLE #1

- **SERVICE STRATEGY**

- Merumuskan arah strategi layanan TI (business value, visi-misi layanan TI, positioning layanan TI, target pelanggan TI), dan menentukan layanan TI apa saja yang disediakan. → **service portfolio**

- **SERVICE DESIGN**

- Mendesain layanan TI yang telah disetujui untuk disediakan, termasuk membuat arsitektur, proses-proses, kebijakan dan dokumen. → **service design package/blueprint**.



SERVICE LIFECYCLE #2

- SERVICE TRANSITION

- Merealisasikan atau mengimplementasikan hasil service design. Mencakup proses-proses yang dapat dijadikan sebagai panduan membangun dan meningkatkan kemampuan memperkenalkan layanan TI baru atau modifikasi layanan lama ke lingkungan kerja sebenarnya. → **real system**

- SERVICE OPERATION

- Operasional layanan TI sehari-hari. Mencakup proses-proses yang harus dilakukan untuk menjaga stabilitas operasional layanan TI (memungkinkan perubahan, peningkatan cakupan, dan level kualitas layanan TI). → **service desk, application management, IT operation management**



SERVICE LIFECYCLE #3

- CONTINUAL SERVICE IMPROVEMENT
 - Proses-proses untuk **mengevaluasi dan meningkatkan** efektifitas dan efisiensi layanan TI serta **penyesuaian layanan TI** terhadap perubahan kebutuhan bisnis.
 - CSI adalah “pembungkus” dari semua level-level layanan TI lainnya yang mengevaluasi apakah terdapat kekurangan-tepatan atau hal yang masih mungkin ditingkatkan dalam service strategy, service design, service transition, atau dalam service operation.

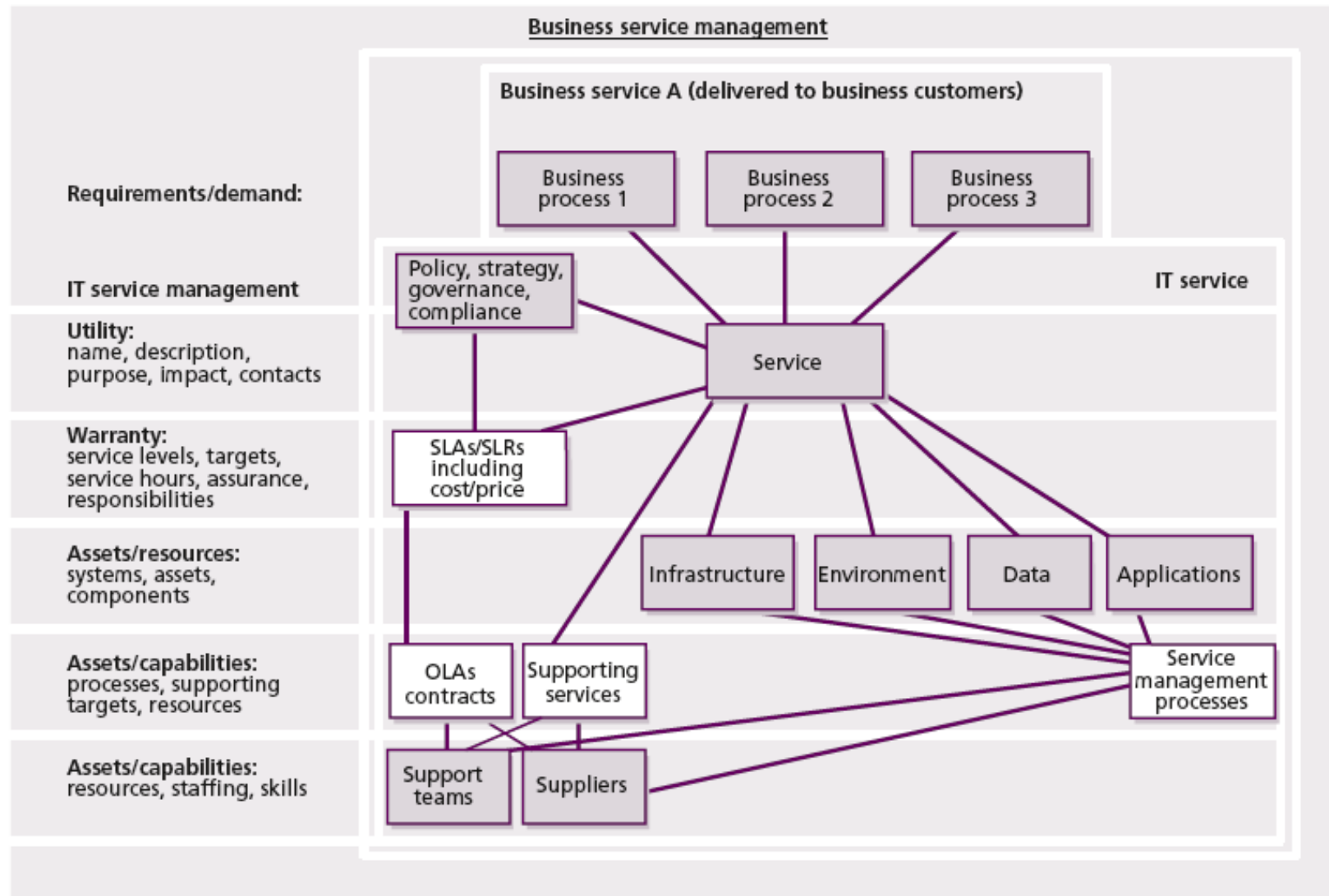


SERVICE VALUE

- **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**



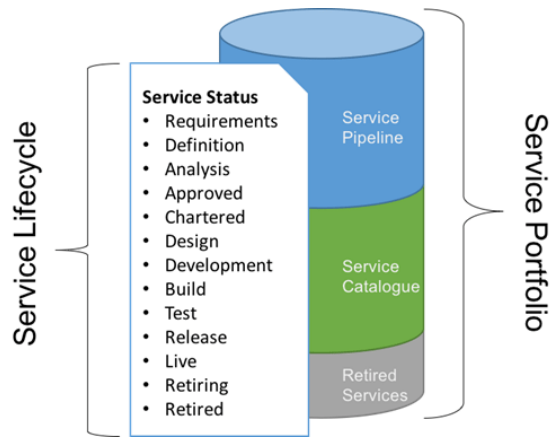
KOMPONEN LAYANAN TI





SERVICE STRATEGY

SERVICE PORTFOLIO



Service Portfolio → daftar layanan TI yang disediakan oleh penyedia layanan dalam jangka Panjang. Di dalamnya terdapat informasi tentang kontrak layanan, status layanan, layanan pihak ketiga, dan perubahan layanan

- Pipeline**, layanan yang sedang dikembangkan
- Catalogue**, layanan yang disetujui dan dijalankan.
- Retired**, layanan yang dihentikan

LAYANAN TI



Setiap layanan TI memiliki **pola aktivitas bisnis (PBA)** bisa terdiri atas: **frekuensi, volume, lokasi, waktu, durasi** (contoh lihat slide 17 dan 18).

PENGGUNA LAYANAN



Setiap layanan memiliki pengguna. Setiap pengguna memiliki **kebutuhan dan pola penggunaan** layanan yang berbeda → **User Profile (UP)**. Pengguna bisa berupa (contoh di slide 20):

- orang, fungsional organisasi (bagian/divisi), proses bisnis, dan aplikasi.**

SERVICE DESIGN

Service Level Management

- Proses untuk memastikan layanan TI yang sedang berjalan saat ini dan yang telah disetujui untuk dibangun memenuhi target layanan yang telah disepakati.
- Proses SLM menghasilkan dokumen terkait persetujuan layanan (pelanggan, staf pendukung, maupun pemasok)



SERVICE OPERATION

Event Management

Request Fulfillment

Access Management

Incident Management

Problem Management





SERVICE CATALOGUE #1

- Service Catalogue (SC), sebuah **dokumen terstruktur** yang mudah dimengerti **berisi semua layanan TI yang sedang beroperasi** dan yang **sudah siap diimplementasikan** (deploy).
- Isi SC
 - Bagaimana layanan TI akan disampaikan → waktu, media, kualitas layanan
 - Harga
 - Contact points
 - Prosedur permintaan layanan TI
- SC – two view
 - View bisnis → dapat dilihat oleh pelanggan
 - View teknis → dilihat oleh staf teknis



SERVICE CATALOGUE #2

Service name	Service description	Service type	Supporting services	Business owner(s)	Business unit(s)	Service owner(s)	Business impact	Business priority	Service level agreement	Service hours	Business contacts	Escalation contacts	Service reports	Service reviews	Security rating
Service 1															
Service 2															
Service 3															
Service 4															

CONTOH



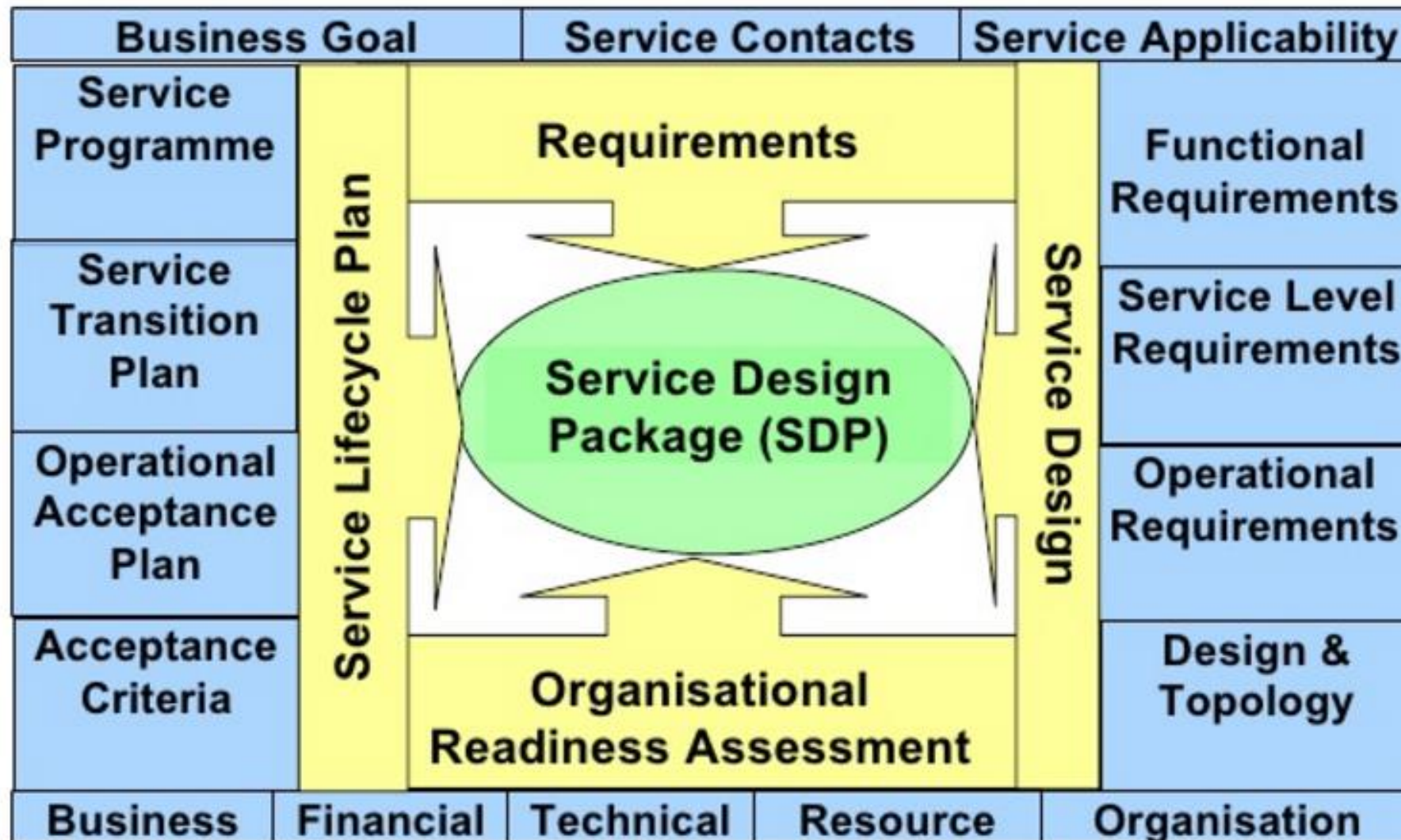
SERVICE DESIGN PACKAGE

- **SDP**, merupakan **produk utama** Service Design → sebuah **paket dokumen** berisi **informasi detail** tentang **semua aspek desain** layanan TI.
- **Komponen SDP**
 - Requirement
 - Service design
 - Organizational Readiness Assesment
 - Service Lifecycle Plan





COMPONENT SDP





SERVICE DESIGN PROCESSES

- SERVICE **CATALOGUE** MANAGEMENT
- SERVICE **LEVEL** MANAGEMENT
- **SUPPLIER** MANAGEMENT

UTILITY

- **AVAILABILITY** MANAGEMENT
- **CAPACITY** MANAGEMENT
- IT SERVICE **CONTINUITY** MANAGEMENT
- INFORMATION **SECURITY** MANAGEMENT

WARRANTY



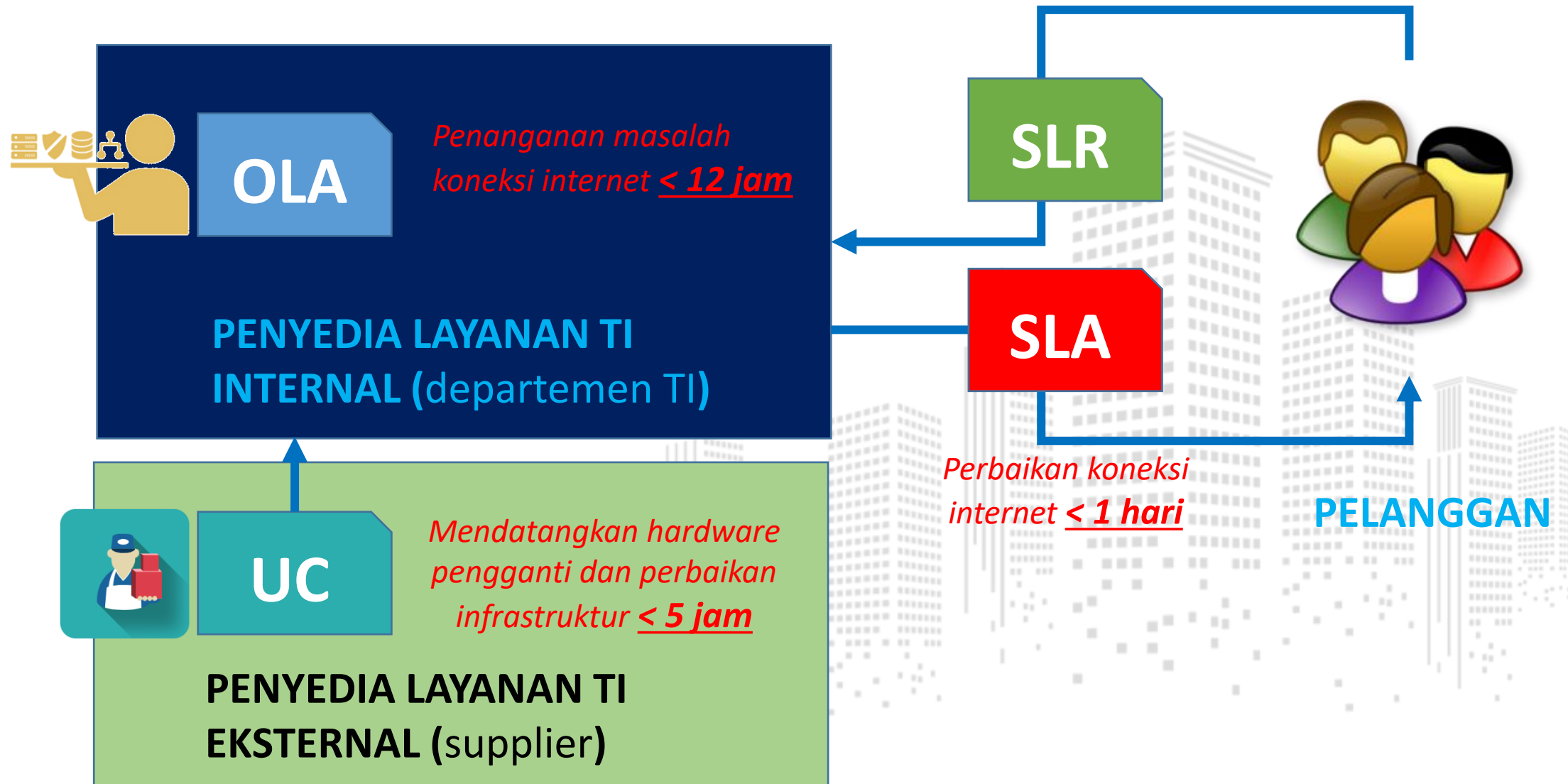


SERVICE LEVEL MANAGEMENT

- Service Level Requirement (**SLR**)
 - Pernyataan kebutuhan pelanggan tentang layanan TI
- Service Level Agreements (**SLA**)
 - Kesepakatan tertulis antara penyedia layanan dengan pelanggan eksternal tentang target tingkat layanan TI
- Operational Level Agreements (**OLA**)
 - Kesepakatan tertulis antara penyedia layanan dengan pelanggan internal tentang target tingkat layanan TI
- Underpinning Contracts (**UC**)
 - Kontrak tertulis antara penyedia layanan dengan pemasok, tentang target dan tanggung jawab pemasok untuk memenuhi target tingkat layanan → supplier management

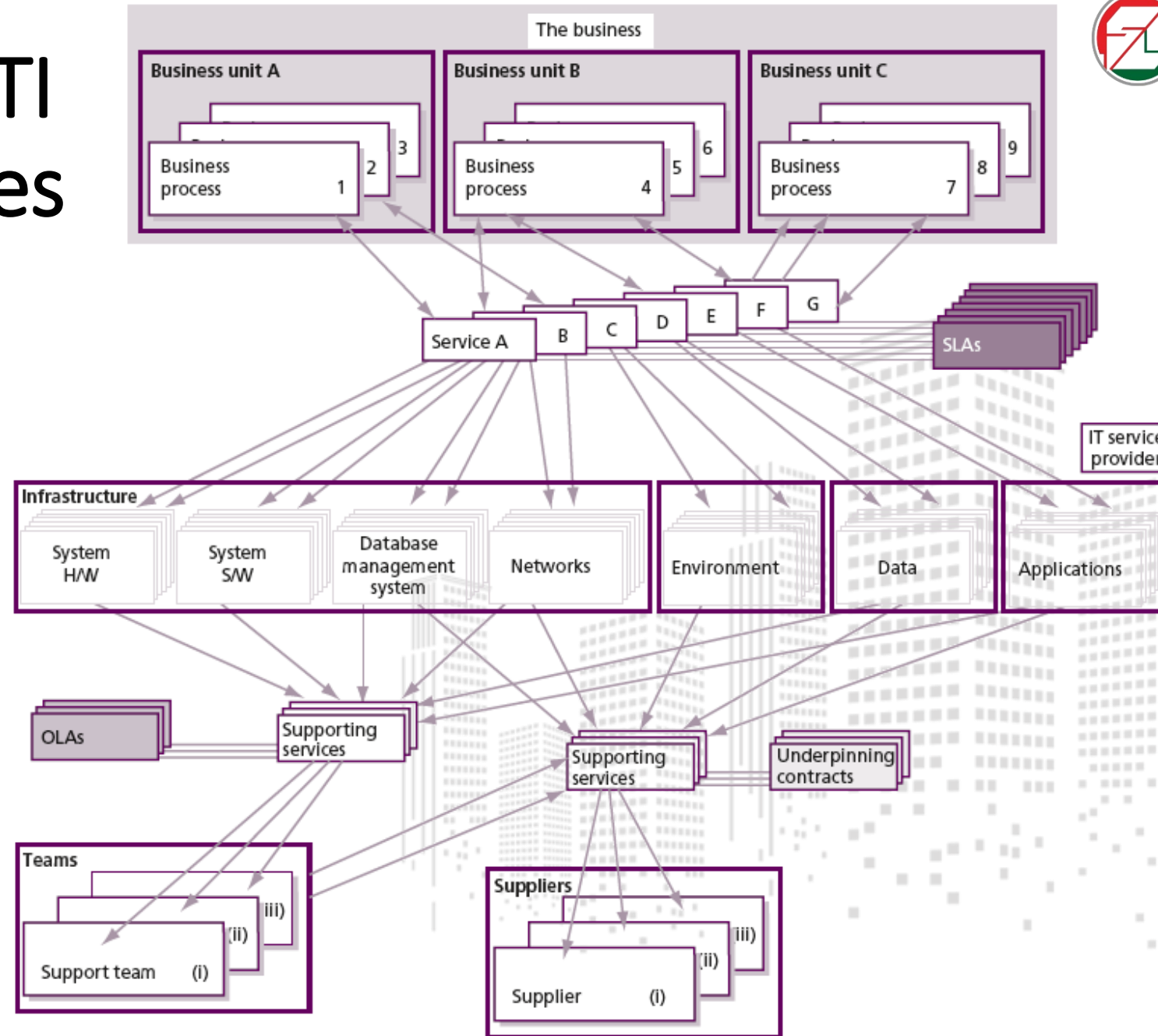


SLR – SLA – OLA – UC





Layanan TI dan Proses Business





Patterns of business activity

- PBA represent the **dynamics** of the business and include interactions with customers, suppliers, partners and other stakeholders.
 - **Attributes:** frequency, volume, location and duration.
 - **Requirements:** Such as performance, security, availability, privacy, latency or tolerance for delays.





Pattern of Business Activity (PBA) #1

- **Pola aktivitas bisnis** organisasi (jadwal, rutinitas) dan **beban kerja** (workload profile) dari aktivitas tersebut atau **pola kebutuhan** layanan TI.
- **Aktivitas Bisnis:**
 - frekuensi (per minggu, per bulan, ...),
 - volume (melayani 100 orang, 100 files, ...),
 - location (di departemen apa?, gedung apa?),
 - time (minggu, bulan, tahun, ...),
 - duration (berapa waktu yang dibutuhkan 1 aktivitas, sampai kapan aktivitas itu ada?)



Pattern of Business Activity (PBA) #2

- Layanan ATM
 - **Kapan** Peak-time ? (awal bulan → gaji, pagi hari, ...)
 - **Berapa** banyak transaksinya ? (500 rb – 5 jt, ...)
 - **Siapa** saja yang menggunakan layanan ? (pegawai)
 - **Dimana** ada ATM ? (mall, mini market, ...)
 - **Durasinya** berapa lama ? (24/7)





User profiles

- UP communicate information on the **roles, responsibilities, interactions, schedules, work environments and social context** of related users.
- PBA and UPs are used to communicate demand, **service providers have the information necessary** to sort and serve the demand with appropriately matched services, service levels and service assets.
 - This leads to improved value for both customers and service providers by eliminating waste and poor performance

USER PROFILES (UP)

- Informasi tentang **pola kebutuhan** layanan TI (PBA) **untuk tiap kelompok pengguna** (orang, fungsi organisasi, proses, atau aplikasi).
- Setiap aktivitas didetilkan menjadi PBA masing-masing layanan TI (seberapa **sering**, **kapan** diakses, ...) → seberapa banyak beban yang harus dilayani sistem TI



staf tim penjualan

- Berkomunikasi dengan pelanggan → CRM
- Menerima pesanan → Pemesanan Online
- Mengirimkan tagihan → SI Keuangan



SERVICE LEVEL MANAGEMENT

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SLA

- An SLA is a written agreement between an IT service provider and the IT customer(s), defining the key service targets and responsibilities of both parties.
- An SLA will typically define the warranty a service is to deliver and describe the utility of the service.





SLA

- Narasi
- Service description
- Scope of the agreement
- Service hours
- Functionality (if appropriate)
 - Details of the minimal functionality to be provided and the number of errors of particular types that can be tolerated before the SLA is breached
- Service availability
- Reliability



SLA

- Service performance
 - such as target workstation response times for average, or maximum workstation response times, sometimes expressed as a percentile, e.g. 95% within 2 seconds)
- Service continuity
- Security
- Customer support (Details of how to contact the service desk)
- Contact points and escalation
- Service reporting and reviewing (The content, frequency, timing and distribution of service reports, and the frequency of associated service review meetings)



OLA #1

- An OLA is an agreement between an IT service provider and another part of the same organization that assists with the provision of services – for instance, a facilities department that maintains the air conditioning, or network support team that supports the network service.
- An OLA should contain targets that underpin those within an SLA to ensure that targets will not be breached by failure of the supporting activity.



OLA #2

- Narasi
- Support service description
- Scope of the agreement
- Service hours
- Service targets
- Contact points and escalation
- Service desk and incident response times and responsibilities
- Problem response times and responsibilities
- Release and deployment management



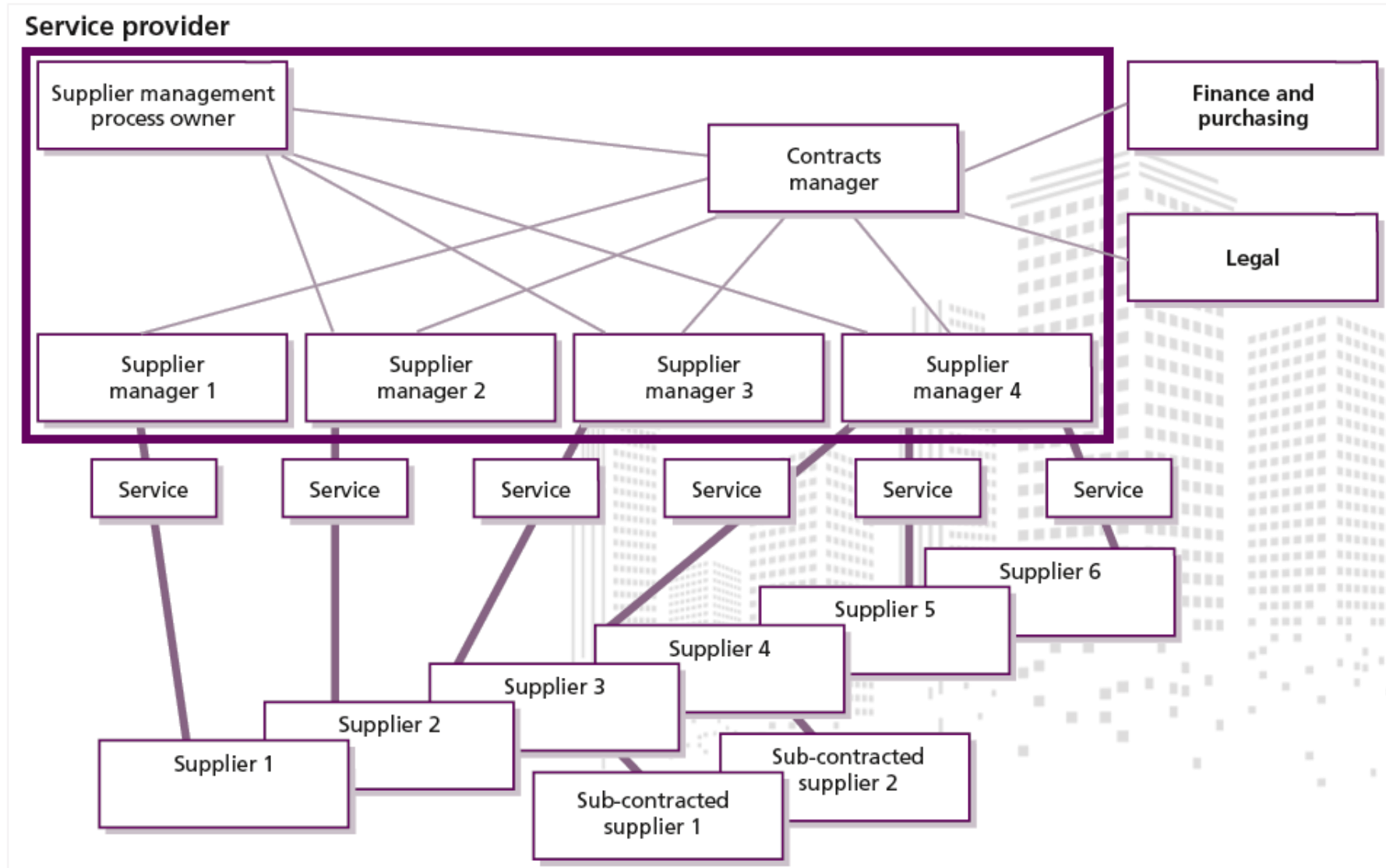
OLA #3

- Service asset and configuration management
- Information security management
- Availability management
- IT service continuity management
- Capacity management





SUPPLIER MANAGEMENT





THE CONTENT BASIC UC #1

- **Basic terms and conditions** The term (duration) of the contract, the parties, locations, scope, definitions and commercial basis.
- **Service description and scope** The functionality of the services being provided and its extent, along with constraints on the service delivery, such as performance, availability, capacity, technical interface and security. Service functionality may be explicitly defined, or in the case of well-established services, included by reference to other established documents, such as the service portfolio and the service catalogue.



THE CONTENT BASIC UC #2

- **Service standards** The service measures and the minimum levels that constitute acceptable performance and quality – for example, IT may have a performance requirement to respond to a request for a new desktop system in 24 hours, with acceptable service deemed to have occurred where this performance requirement is met in 95% of cases. Service levels must be realistic, measurable and aligned with the organization's business priorities and underpin the agreed targets within SLRs and SLAs.



THE CONTENT BASIC UC #3

- **Workload ranges** The volume ranges within which service standards apply, or for which particular pricing regimes apply.
- **Management information** The data that must be reported by the supplier on operational performance – take care to ensure that management information is focused on the most important or headline reporting measures on which the relationship will be assessed (KPIs related to supplier CSFs).
- **Responsibilities and dependencies** Description of the obligations of the organization (in supporting the supplier in the service delivery efforts) and of the supplier (in its provision of the service), including communication, contacts and escalation.