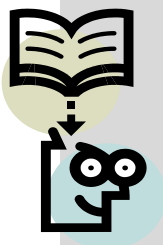




# Information Technology Infrastructure Library (ITIL) Framework

By

**Dr. Wasilah, S.Kom., M.T.**



# ITIL

- ▶ **ITIL merupakan suatu framework pengelolaan layanan TI (IT Service Management – ITSM) standar industri pada pengembangan industri perangkat lunak di dunia.**
- ▶ **ITIL juga merupakan seperangkat praktek untuk manajemen layanan IT yang berpusat pada menyelaraskan layanan IT dengan kebutuhan bisnis.**
- ▶ **ITIL menggambarkan proses, prosedur, tugas dan daftar periksa yang dapat digunakan oleh sebuah organisasi untuk membangun integrasi dengan strategi organisasi, memberikan nilai, dan mempertahankan tingkat minimum kompetensi**

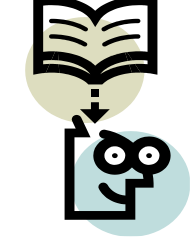
# Framework vs Standard

## STANDARD

- **Standards** are sets of clearly defined and measurable **rules and requirements** that **have to be met** in order to consider something compliant with the standard in question
- Contoh: ISO 20000, ISO 27001

## FRAMEWORK

- **Frameworks**, or *best practices*, offer only **guideline** on the subject in hand: **“what to do”** without “how to do it,” with the *possibility to implement them partially, selectively or not at all.*
- Contoh: ITIL, COBIT, TOGAF, SIX SIGMA

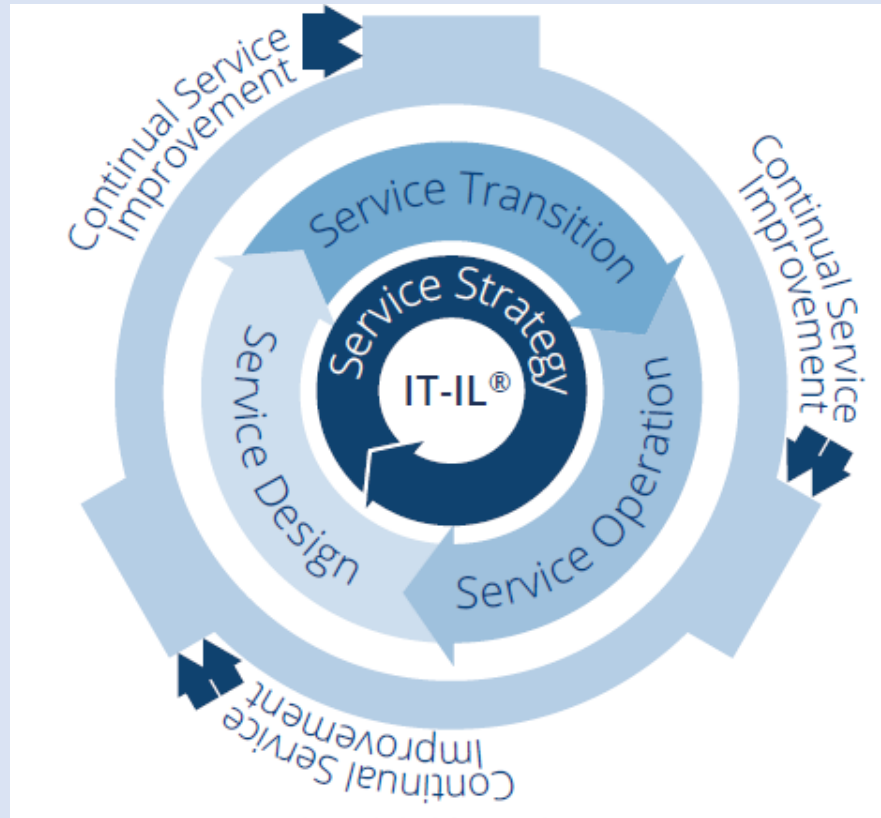


# ITIL V3

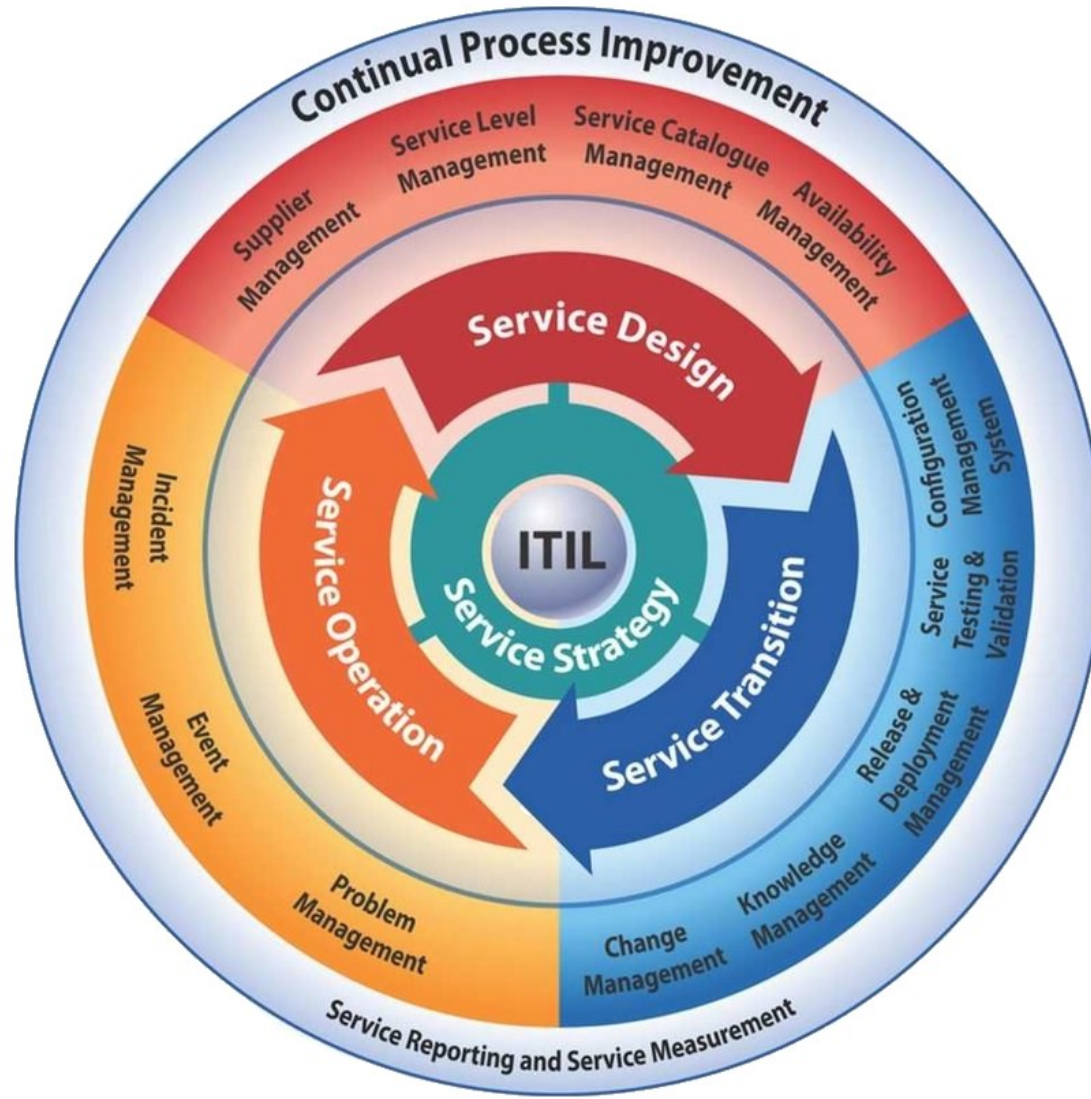
ITIL versi 3 dirilis pada tahun 2007. Dengan sudut pandang baru integrasi antara bisnis dan layanan TI dalam sebuah daur hidup berulang. Versi ini terdiri dari 5 proses besar yakni :

- Service Strategy,
- Design,
- Transition,
- Operation,
- Continual Service Improvement.

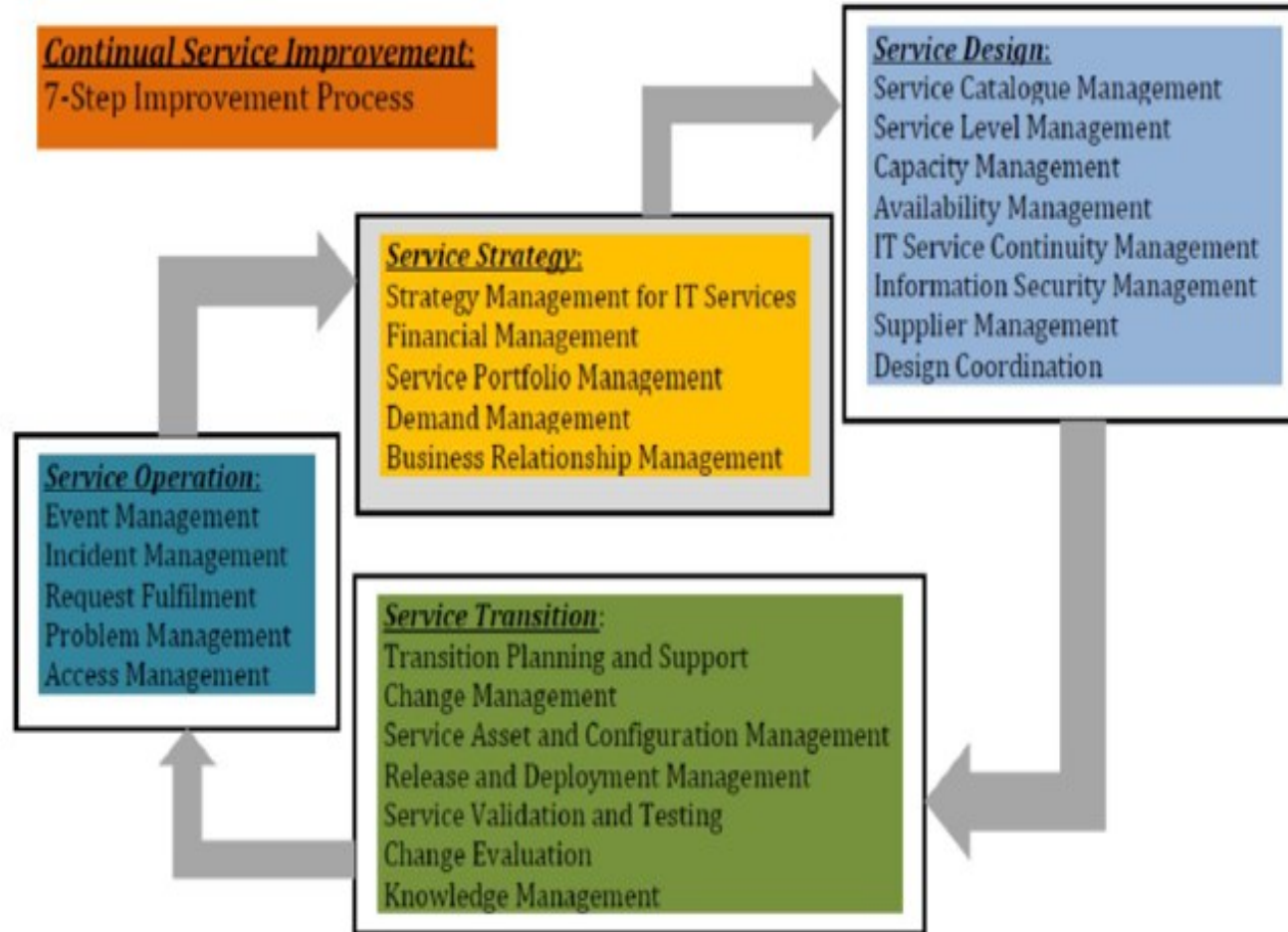
# The Service Live cycle



# Diagram Lifecycle ITIL



# ITIL V3 : 5 stages : 26 Proses



# The Service Live cycle Stages

- Align IT Strategy to Business Strategy and define how you are going to help the business achieve their outcomes

- Design services and their supporting systems aligned with those outcomes

- Transition the Service into operation according to customer requirements

- Demonstrate value by operating the service to customer requirements and realize the business case

Strategy

Design

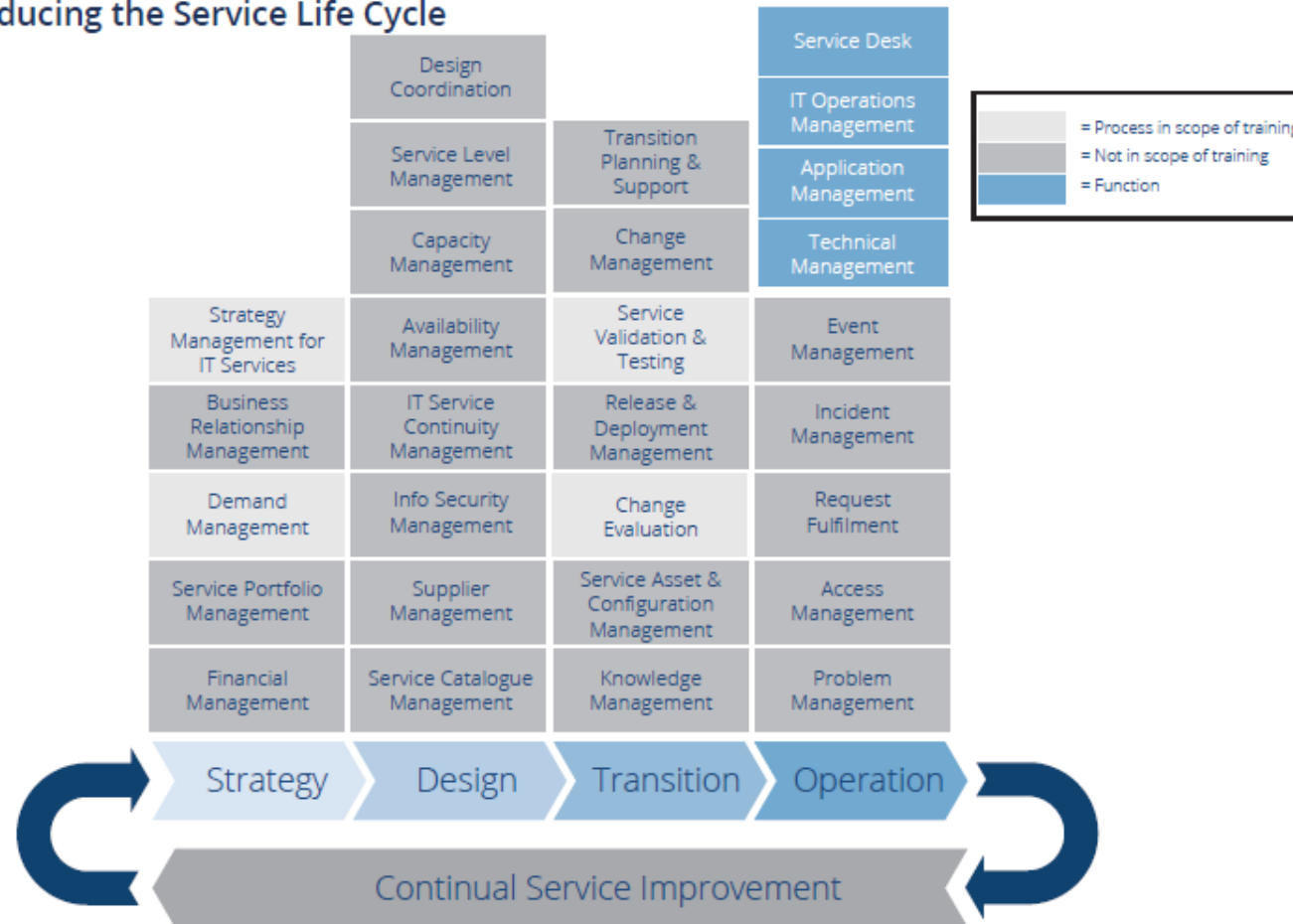
Transition

Operation

Continual Service Improvement

- Continuously improve services and service management practices throughout all life cycles to improve customer value

## Introducing the Service Life Cycle



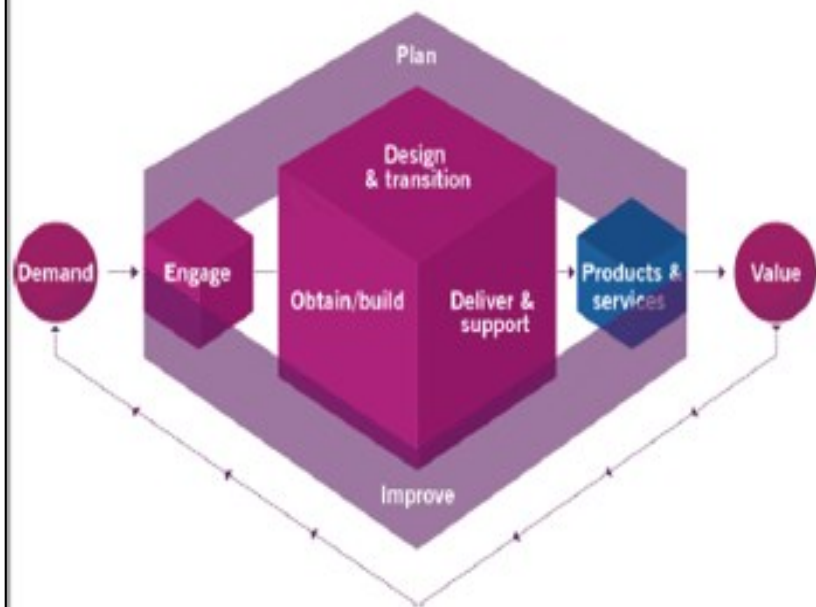


<b>Singkatan</b>	<i>Information Technology I nfrastructure Library</i>		
<b>Pengertian</b>	Framework untuk Manaj emen Layanan IT		
<b>Penerbit</b>	AXELOS		
<b>Versi terakhir</b>	ITIL V4 (2019)		
<b>Fungsi Utama</b>	Merumuskan Proses/Pra ctice & Activities (SOP)		



# 34 Practices ITIL V4

ITIL V4 = 3 Kelompok "Management Practices" – 6 Aktivitas Utama "Value Chain Activities"



### General management practices

Architecture management	Continual improvement	Information security management
Knowledge management	Measurement and reporting	Organizational change management
Portfolio management	Project management	Relationship management
Risk management	Service financial management	Strategy management

Supplier management	Workforce and talent management
---------------------	---------------------------------

### Service management practices

Availability management	Business analysis	Capacity and performance management	Change control
Incident management	IT asset management	Monitoring and event management	Problem management
Release management	Service catalogue management	Service configuration management	Service continuity management
Service design	Service desk	Service level management	Service request management

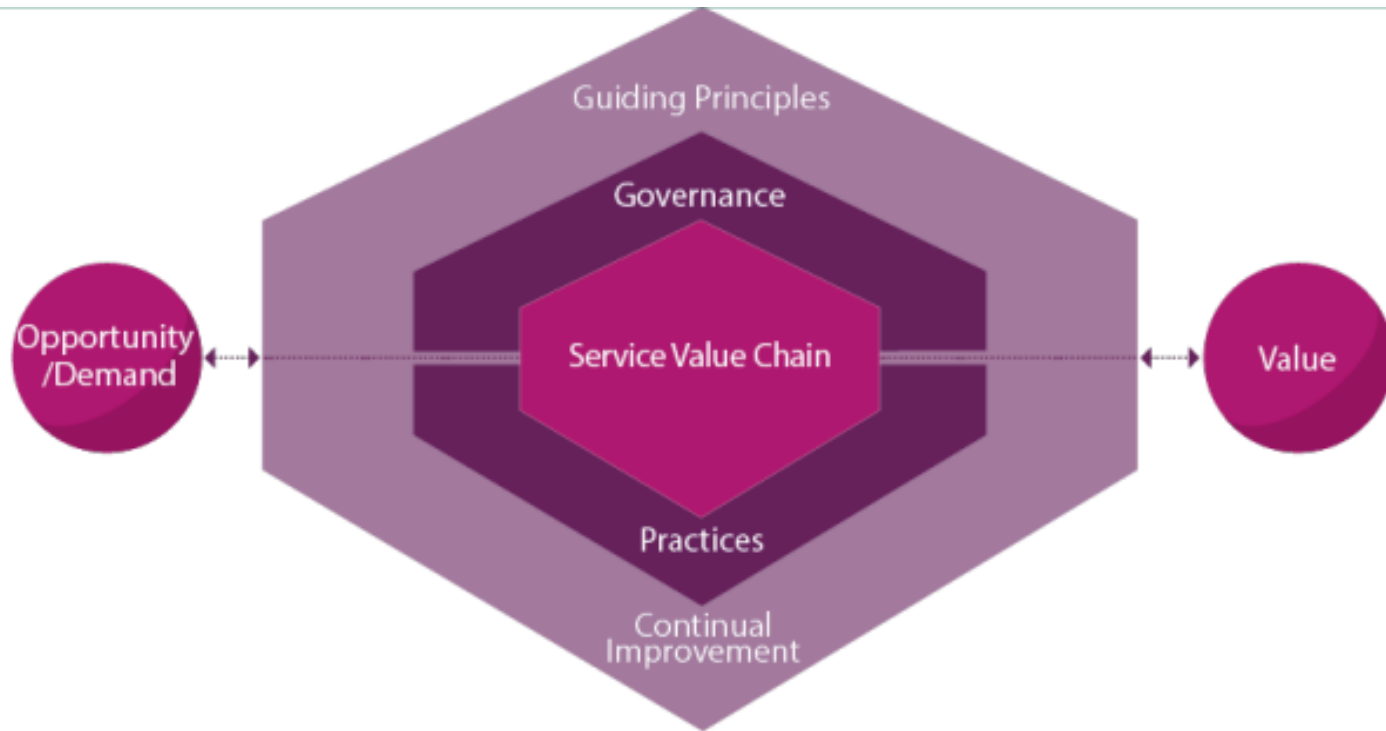
Service validation and testing
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### Technical management practices

Deployment management	Infrastructure and platform management	Software development and mgmt.
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Activate Win  
Go to Settings to

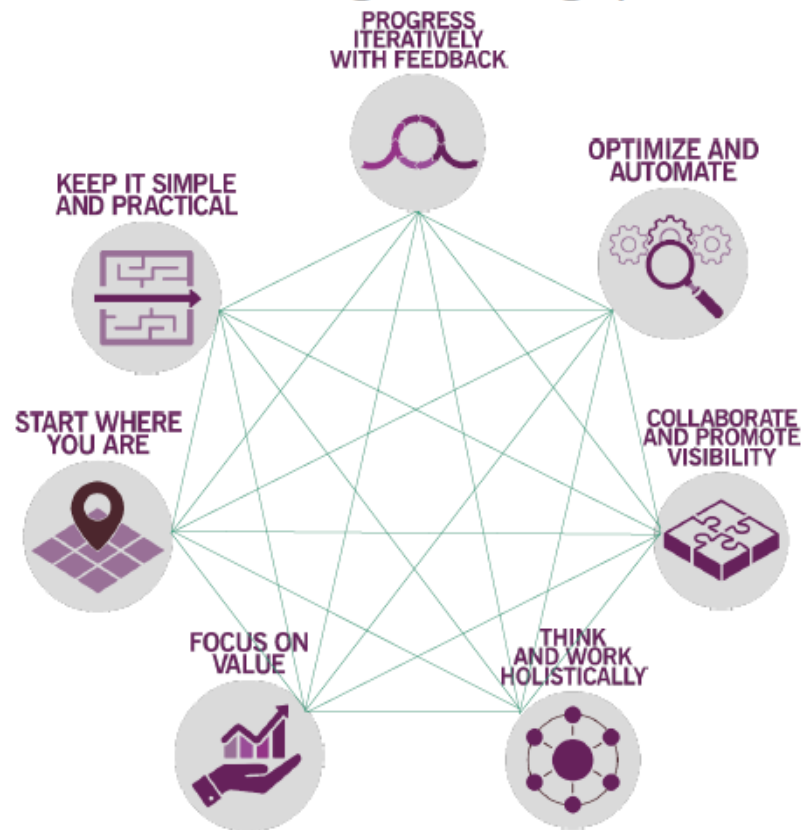
# The ITIL Service Value System (SVS)



Tujuan dari SVS adalah untuk memastikan bahwa organisasi terus bersama-sama menciptakan nilai dengan semua pemangku kepentingan melalui penggunaan dan manajemen produk dan layanan.

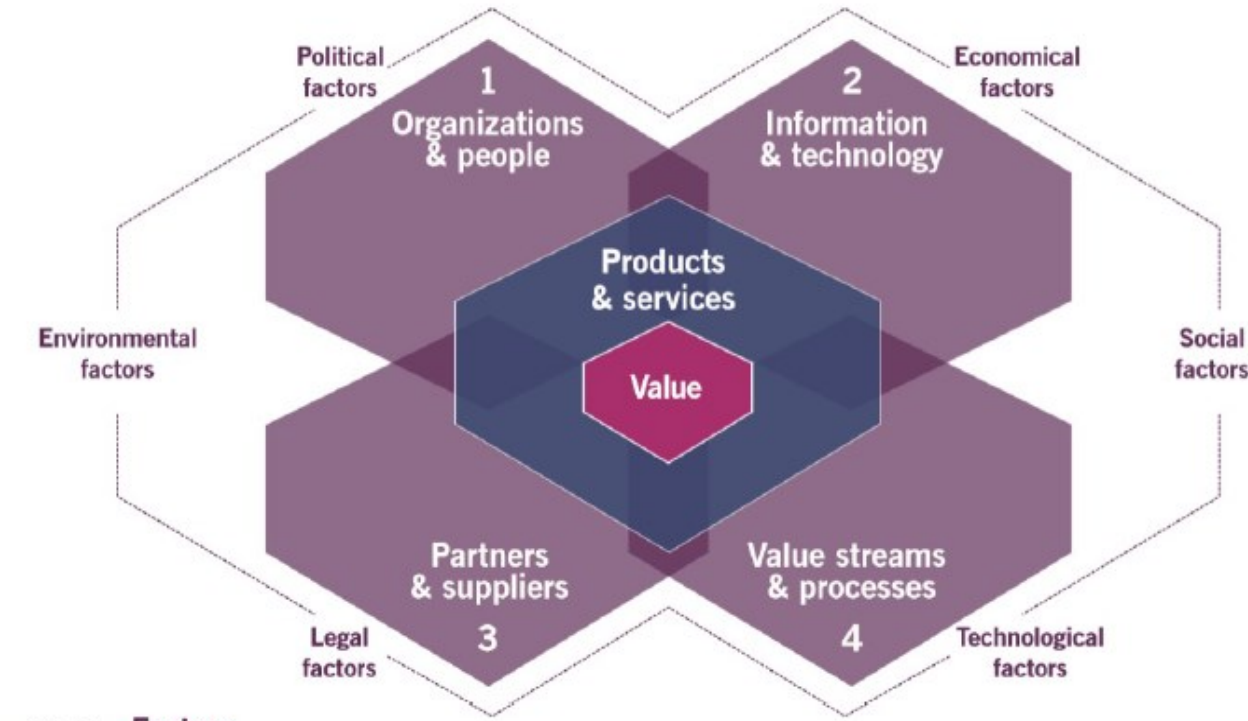
- Opportunity untuk menambah nilai bagi pemangku kepentingan atau meningkatkan organisasi.
- Demand adalah kebutuhan atau keinginan akan produk dan jasa di antara konsumen internal dan eksternal.
- Value dari SVS adalah nilai. SVS dapat memungkinkan pembuatan berbagai jenis nilai untuk pemangku kepentingan
- Governance adalah sarana di mana organisasi diarahkan dan dikendalikan
- The **service value chain** adalah serangkaian aktivitas yang saling berhubungan yang dilakukan organisasi untuk memberikan produk atau layanan yang berharga bagi konsumennya dan untuk memfasilitasi realisasi nilai

# The ITIL Guiding Principles



- The ITIL guiding principles are not independent
  - You need to think about all of them, each time you need to
    - Make a decision
    - Prioritise work
    - Review improvement opportunities
    - Resolve a conflict
    - ...
  - Sometimes you will decide that only one or two principles apply
    - But you need to consider all of them

# The Four Dimension of Service Management



**Factors**  
Every dimension is affected by multiple factors



# Organization and People (1)

- Roles are described in the context of processes and activities

Competency code	Competency profile (activities and skills)
L	<u>Leader</u> Decision-making, delegating, overseeing other activities, providing incentives and motivation, and evaluating outcomes.
A	<u>Administrator</u> Assigning and prioritizing tasks, record-keeping, ongoing reporting, and initiating basic improvements.
C	<u>Coordinator/Communicator</u> . Coordinating multiple parties, maintaining communication between stakeholders, and running awareness campaigns.
M	<u>Methods and techniques expert</u> . Designing and implementing work techniques, documenting procedures, consulting on processes, work analysis, and continual improvement.
T	<u>Technical expert</u> . Providing technical (IT) expertise and conducting expertise-based assignments

# Organization and People (2)

## Roles with Responsibility for ITAM Activities

Activity	Responsible roles	Competency profile	Specific skills	
<b>Managing a common approach to the ITAM process</b>				
Analyse stakeholders' requirements and IT asset risks	IT asset manager	TCM	Good understanding of the organization's strategy, stakeholders, key services and key assets, vendor ecosystem	
	License manager			
	Procurement manager			
	Contracts manager			
	Portfolio manager			Understanding of IT asset risks
	Service delivery manager			Expertise in IT asset compliance, licensing, procurement, and contracts management
	Product owner			
	Business analyst			
Auditor				
External consultants				
Define and agree the ITAM approach	IT asset manager	MTC	Expertise in IT asset compliance, licensing, and technical aspects of ITAM	
	IT asset owner			
	IT asset custodian			
	License manager			Understanding of procurement and
	Procurement manager			

# Organization and People (2)

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	Procurement manager			

# Information Technology

## A. INFORMATION EXCHANGE, INPUTS/OUTPUTS

- The effectiveness of the ITAM practice is based on the quality of the information used. This information includes, but is not limited to, information about:
  - ☐ the organization's strategy
  - ☐ the organization's architectures
  - ☐ the organization's portfolios
  - ☐ stakeholders' requirements and needs for IT asset information
  - ☐ applicable regulatory requirements
  - ☐ IT asset data from vendors, suppliers, and publishers
  - ☐ technology trends
  - ☐ IT asset utilization data
  - ☐ change schedules and plans
  - ☐ programme and project plans
  - ☐ financial data
  - ☐ service financial management policies and procedures
  - ☐ service configuration data

# Information Technology

## B. AUTOMATION AND TOOLING

Ensuring that IT asset data is updated at every change of status of the IT asset, automating the IT asset register and, in general, capturing IT asset data is very important for the practice. Automation helps when managing the growing number of IT assets with fewer ITAM practitioners.

# Information Technology

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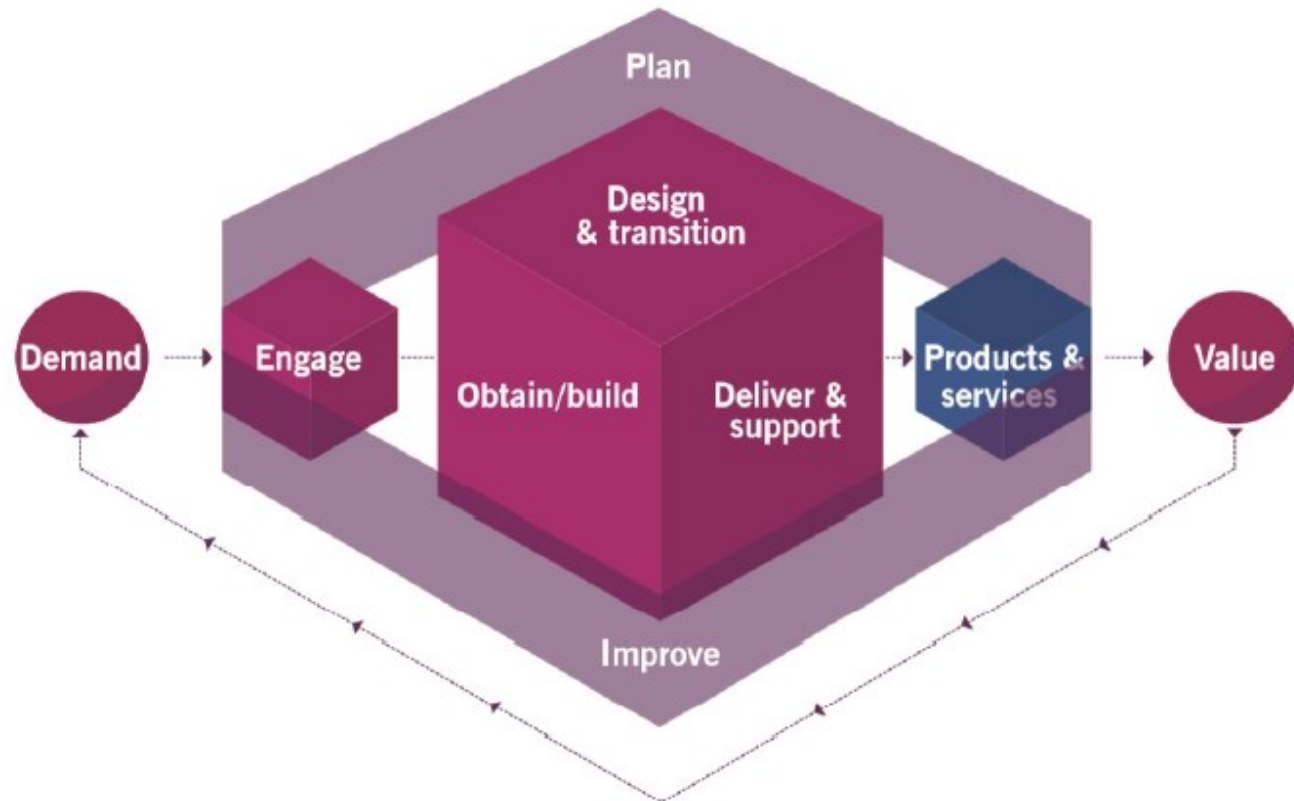
# Partners and suppliers

Very few services are delivered using only an organization's own resources. Most, if not all, depend on other services, often provided by third parties outside the organization. This means that organizations constantly handle IT assets that are provided to them as part of third-party services.

# Value streams and processes

- Like any other ITIL management practice, the ITAM practice contributes to multiple value streams. It is important to remember that a value stream is never formed for a single practice. The ITAM practice combines with other practices to provide high-quality services to consumers. The main value chain activities to which this practice contributes are: deliver and support , design and transition obtain/build , and plan.
- Process : A set of interrelated or interacting activities that transform inputs into outputs. A process takes one or more defined inputs and turns them into defined outputs. Processes define the sequence of actions and their dependencies. (I-A-O).

# Service Value Chain



Elemen sentral dari SVS adalah Service Value Chain model operasi yang menguraikan aktivitas utama yang diperlukan untuk menanggapi permintaan dan memfasilitasi penciptaan nilai melalui penciptaan dan pengelolaan produk dan layanan.

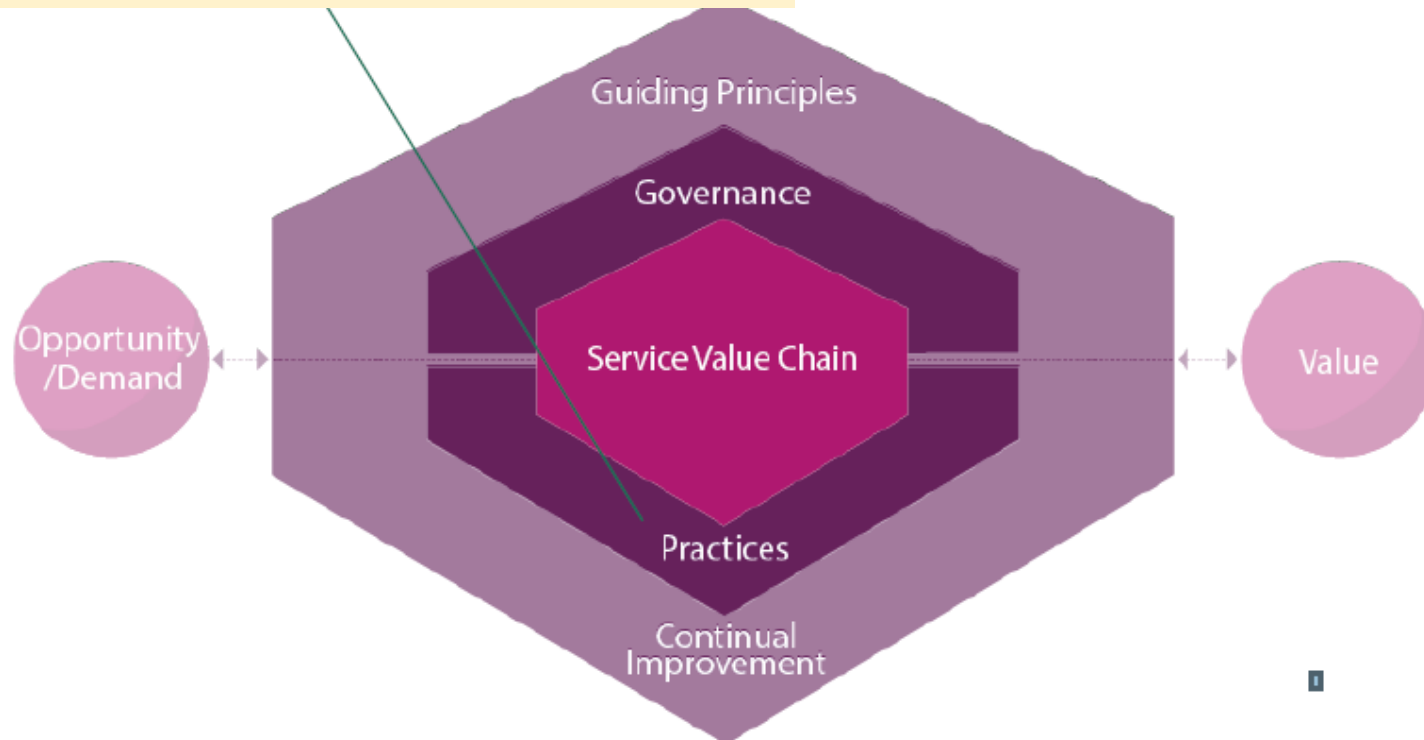
## Service value chain activities :

- All incoming and outgoing interactions with parties external to the service provider
- are performed via **engage** value chain activity
- All **new** resources are obtained through the **obtain/build** activity
- Planning at all levels is performed via **plan** activity
- Improvements at all levels are initiated and managed via **improve** activity
- Creation, modification, delivery, maintenance and support of component, products and services are performed in integrated and coordinated way between **design and transition, obtain/build** and **deliver and support** activities
- **Products and services, Demand** and **Value** are NOT value chain activities; they are SVS components

- Tujuan dari rantai nilai rencana aktivitas adalah untuk memastikan berbagai pemahaman tentang visi, saat ini status dan arah peningkatan untuk keempat dimensi dan semua produk dan layanan di seluruh organisasi
- Tujuan dari peningkatan nilai aktivitas rantai adalah untuk memastikan peningkatan produk, layanan dan praktik di semua rantai nilai kegiatan dan empat dimensi manajemen Pelayanan

- Tujuan dari rantai nilai yang terlibat (Engage) kegiatannya adalah memberikan kebaikan memahami kebutuhan pemangku kepentingan, keterlibatan terus-menerus dengan semua pemangku kepentingan, transparansi dan baik hubungan dengan semua pemangku kepentingan
- Tujuan dari desain dan aktivitas rantai nilai transisi adalah untuk memastikan bahwa produk dan layanan terus bertemu pemangku kepentingan harapan untuk kualitas, biaya dan waktu ke pasar
- Tujuan dari mendapatkan/membangun nilai aktivitas rantai adalah untuk memastikan bahwa layanan komponen tersedia ketika dan di mana mereka dibutuhkan, dan bertemu spesifikasi yang disepakati

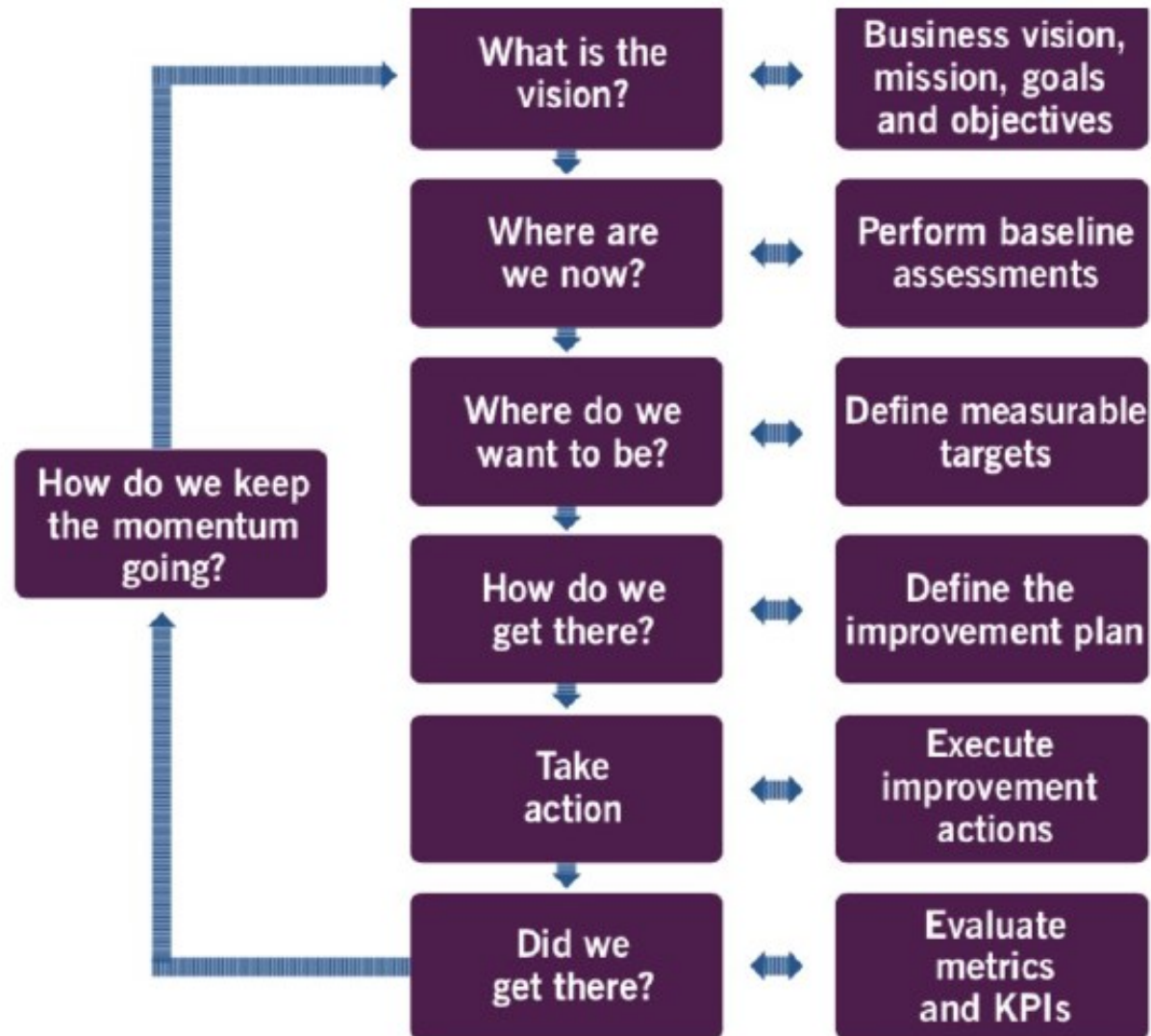
Praktik ITIL adalah kumpulan sumber daya organisasi yang dirancang untuk melakukan pekerjaan atau mencapai suatu tujuan



# 3 Management Practice

General Management Practices	Service Management Practices	Technical Management Practices
<ul style="list-style-type: none"><li>▪ Architecture management</li><li>▪ <b>Continual improvement</b></li><li>▪ Information security management</li><li>▪ Knowledge management</li><li>▪ Measurement and reporting</li><li>▪ Organizational change management</li><li>▪ Portfolio management</li><li>▪ Project management</li><li>▪ Relationship management</li><li>▪ Risk management</li><li>▪ Service financial management</li><li>▪ Strategy management</li><li>▪ Supplier management</li><li>▪ Workforce and talent management</li></ul>	<ul style="list-style-type: none"><li>▪ Availability management</li><li>▪ Business analysis</li><li>▪ Capacity and performance management</li><li>▪ <b>Change Enablement</b></li><li>▪ <b>Incident management</b></li><li>▪ IT asset management</li><li>▪ Monitoring and event management</li><li>▪ <b>Problem management</b></li><li>▪ Release management</li><li>▪ Service catalogue management</li><li>▪ Service configuration management</li><li>▪ Service continuity management</li><li>▪ Service design</li><li>▪ <b>Service desk</b></li><li>▪ <b>Service level management</b></li></ul>	<ul style="list-style-type: none"><li>▪ Deployment management</li><li>▪ Infrastructure and platform management</li><li>▪ Software development and management</li></ul>

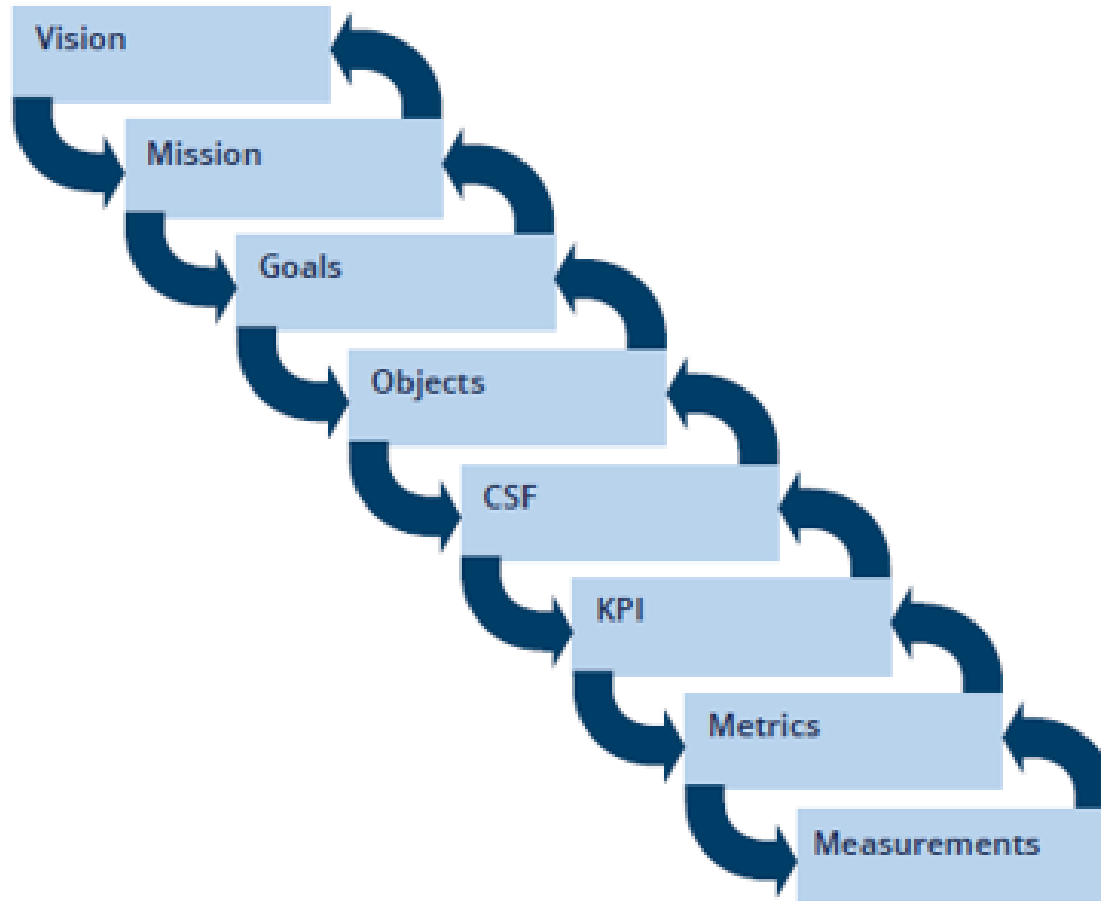
# Structured Approach for Implementing Service Management



# Four Phase Cycle for Implementing CSI



# CSI Measurement System



## *Critical Success Factors (CSF)*

**Critical Success Factors (CSF)** are something that must happen for an IT service, process, plan, project or other activity to succeed

## *Key Perform Indicators (KPI)*

**Key Perform Indicators (KPI)** are key metrics used to measure the achievement of CFS

## *Baseline*

A **baseline** is a snapshot taken at a point in time and used for later comparison



**THANK YOU**