

Service Operation IT Infrastructure Library Versi 3

Oleh:

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- Sumber:
“An Introductory Overview of ITIL v3” version
1.0, UK Chapter of itSMF

Isi Publikasi Inti (Core) ITIL v3



Fungsi “Service Operation”

- The purpose of Service Operation is to deliver agreed levels of service to users and customers, and to manage the applications, technology and infrastructure that support delivery of the services.
- It is only during this stage of the lifecycle that services actually deliver value to the business, and it is the responsibility of Service Operation staff to ensure that this value is delivered.



Keseimbangan Yg Harus Dijaga

- internal IT view versus external business view
- stability versus responsiveness
- quality of service versus cost of service
- reactive versus proactive activities



Tanda-tanda “Sehat”

- Many organizations find it helpful to consider the “operational health” of services.
- This identifies “vital signs” that are critical for execution of Vital Business Functions.
- If these are within normal ranges, the system or service is healthy.
- This leads to a reduction in the cost of monitoring, and enables staff to focus on areas that will lead to service success



Event Management Process

- An event is a change of state that has significance for the management of a configuration item or IT service
- Merupakan indikasi:
 - something is not functioning correctly, leading to an incident being logged.
 - normal activity, or a need for routine intervention such as changing a tape



Event vs Monitoring

- Event management depends on monitoring, but it is different.
 - Event management generates and detects notifications,
 - monitoring checks the status of components even when no events are occurring.

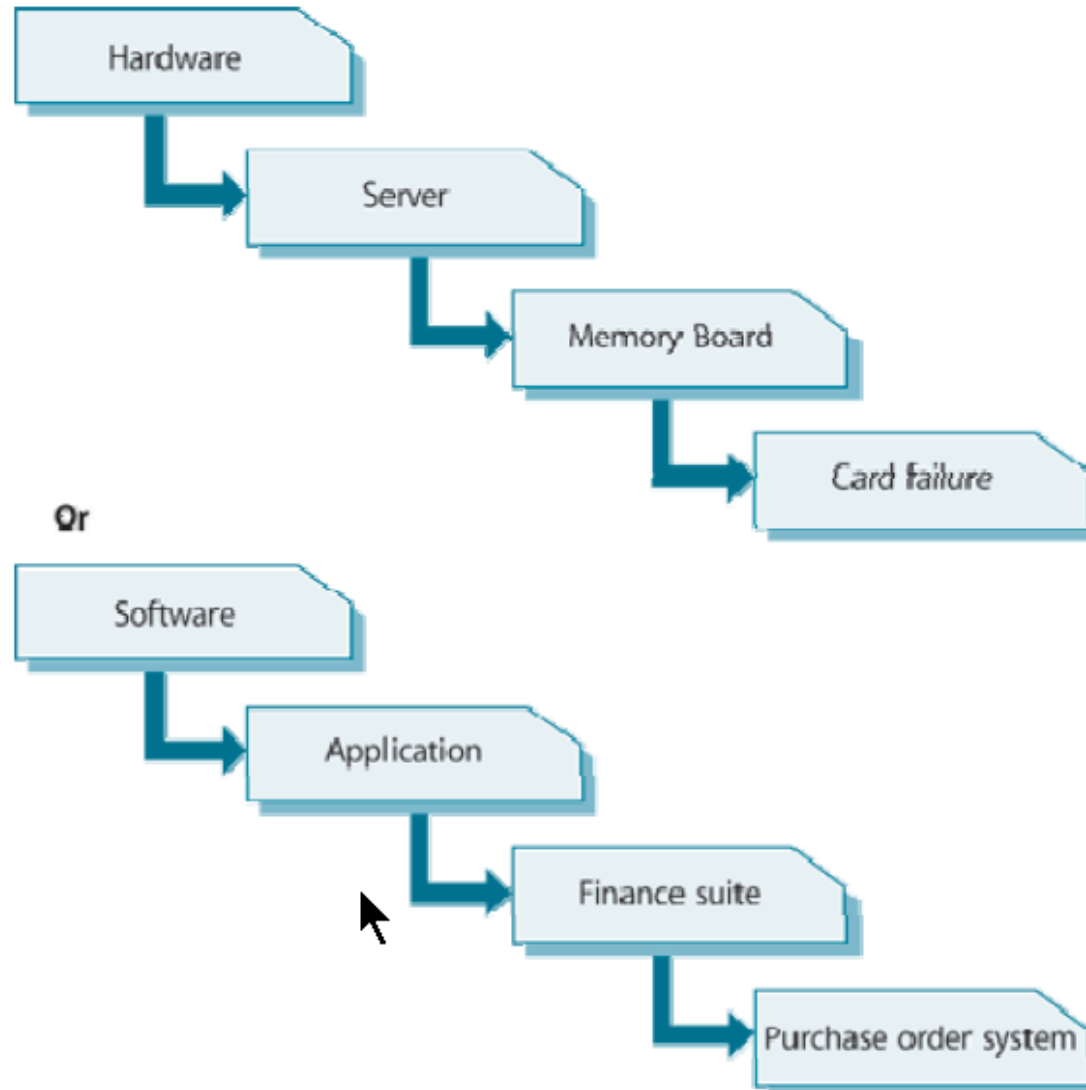
Penanganan Pasca “Event”

- After an event has been detected it may lead to an Incident, Problem or Change, or it may simply be logged in case the information is needed.
- Response to an event may be automated or may require manual intervention. If
- actions are needed then a trigger, such as an SMS message or an incident being
- automatically logged, can alert support staff.

Incident Management Process

- “unplanned interruption to an IT service, or a reduction in the quality of an IT service.”
- Failure of a configuration item that has not yet impacted service is also an incident.
- Fungsi Incident Management:
 - restore normal service as quickly as possible, and
 - to minimize the adverse impact on business operations
- Incidents are often detected by event management, or by users contacting the service desk.
- Incidents are categorized to identify who should work on them and for trend analysis, and they are prioritized according to urgency and business impact.

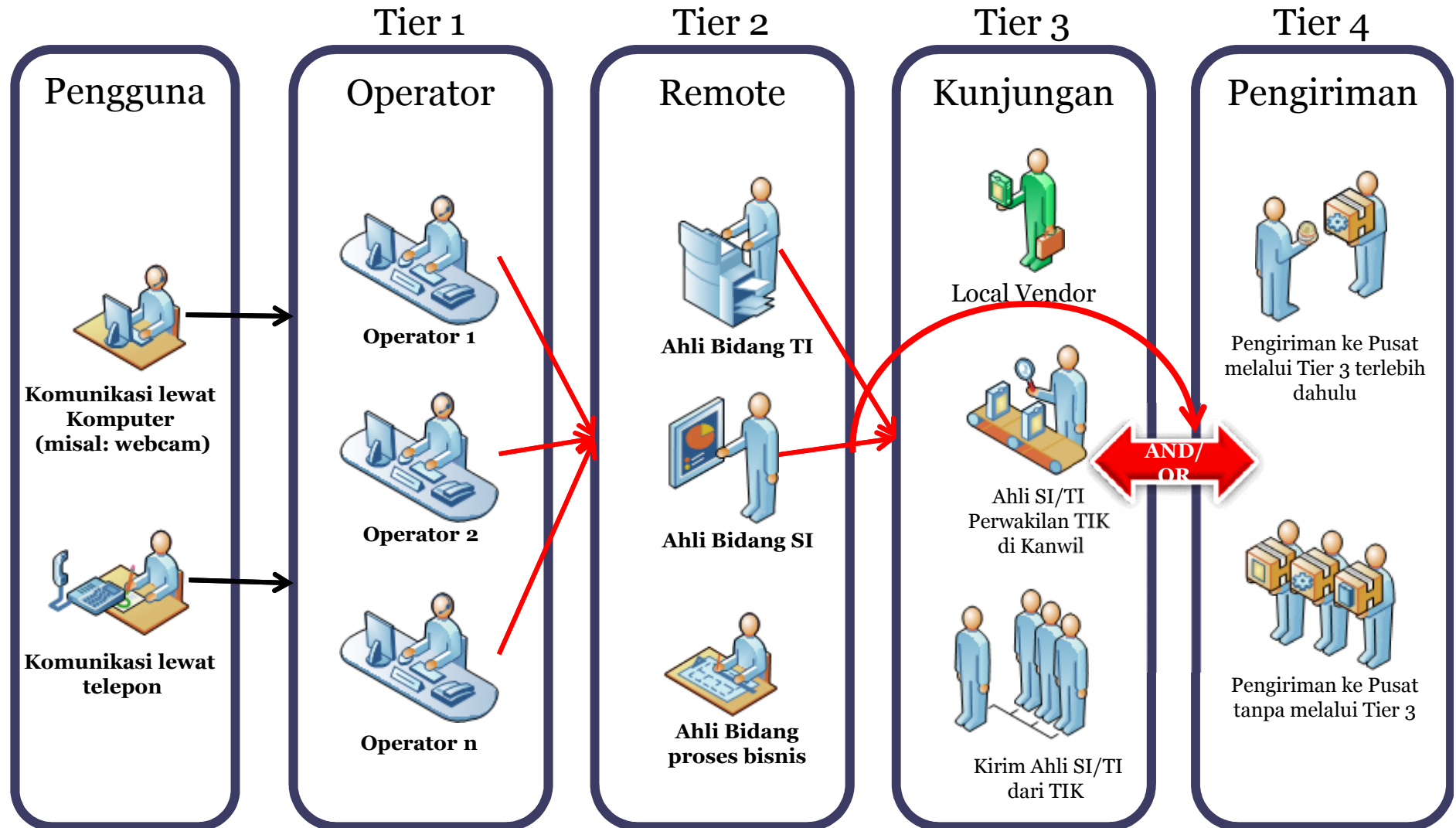
Contoh Pengelompokan Insiden



Eskalasi Insiden

- If an incident cannot be resolved quickly, it may be escalated.
- Functional escalation passes the incident to a technical support team with appropriate skills; hierarchical escalation engages appropriate levels of management.
- After the incident has been investigated and diagnosed, and the resolution has been tested, the Service Desk should ensure that the user is satisfied before the incident is closed.

Contoh Eskalasi Masalah Dari User



Request Fulfillment Process

- a request from a user for:
 - information or
 - advice, or
 - a standard change, or
 - access to an IT service
- Kegunaan “Request Fulfillment Process”:
 - enable users to request and receive standard services;
 - to source and deliver these services;
 - to provide information to users and customers about services and procedures for obtaining the services;
 - And to assist with general information, complaints and comments.
- All requests should be logged and tracked.
- The process should include appropriate approval before fulfilling the request

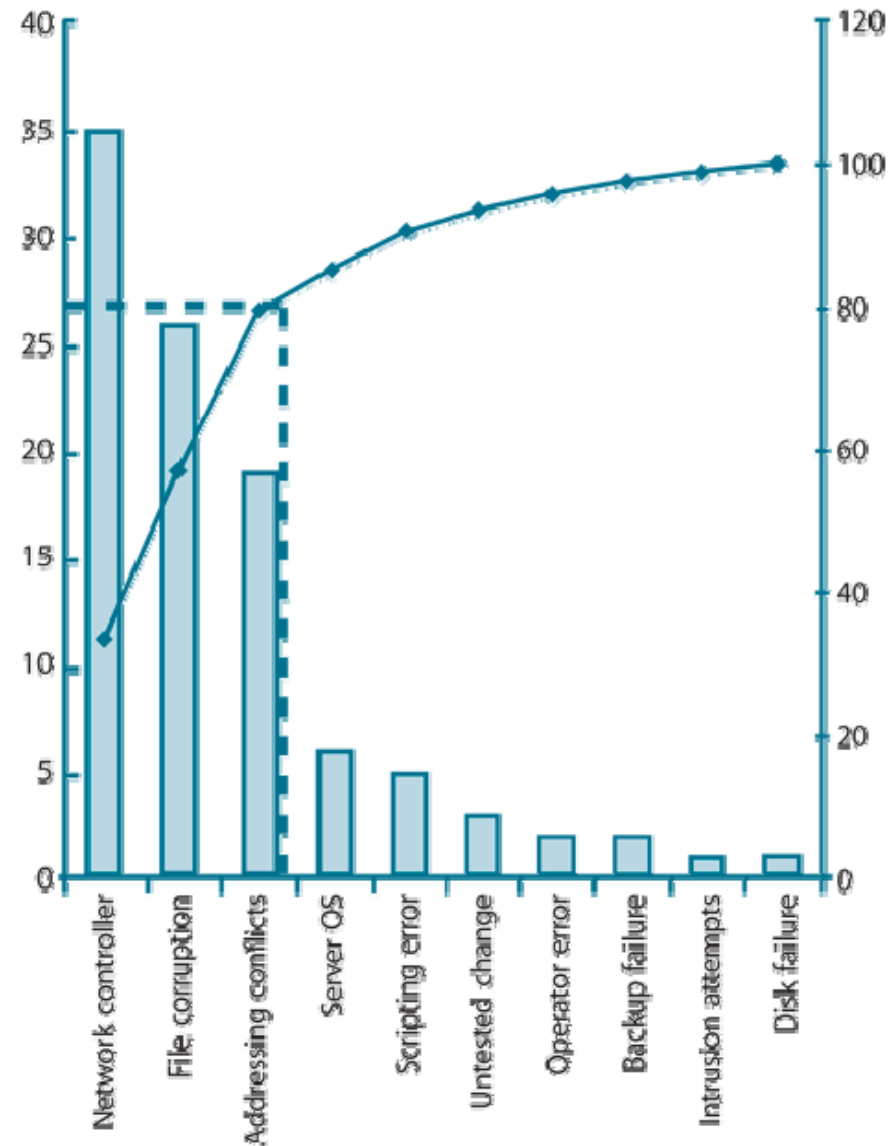
Access Management Process

- The purpose of the Access Management process is to provide the rights for users to be able to access a service or group of services, while preventing access to non-authorized users
- Access Management is concerned with identity (unique information that distinguishes an individual) and rights (settings that provide access to data and services).
- The process includes:
 - verifying identity and entitlement,
 - granting access to services,
 - logging and tracking access, and
 - removing or modifying rights when status or roles change.

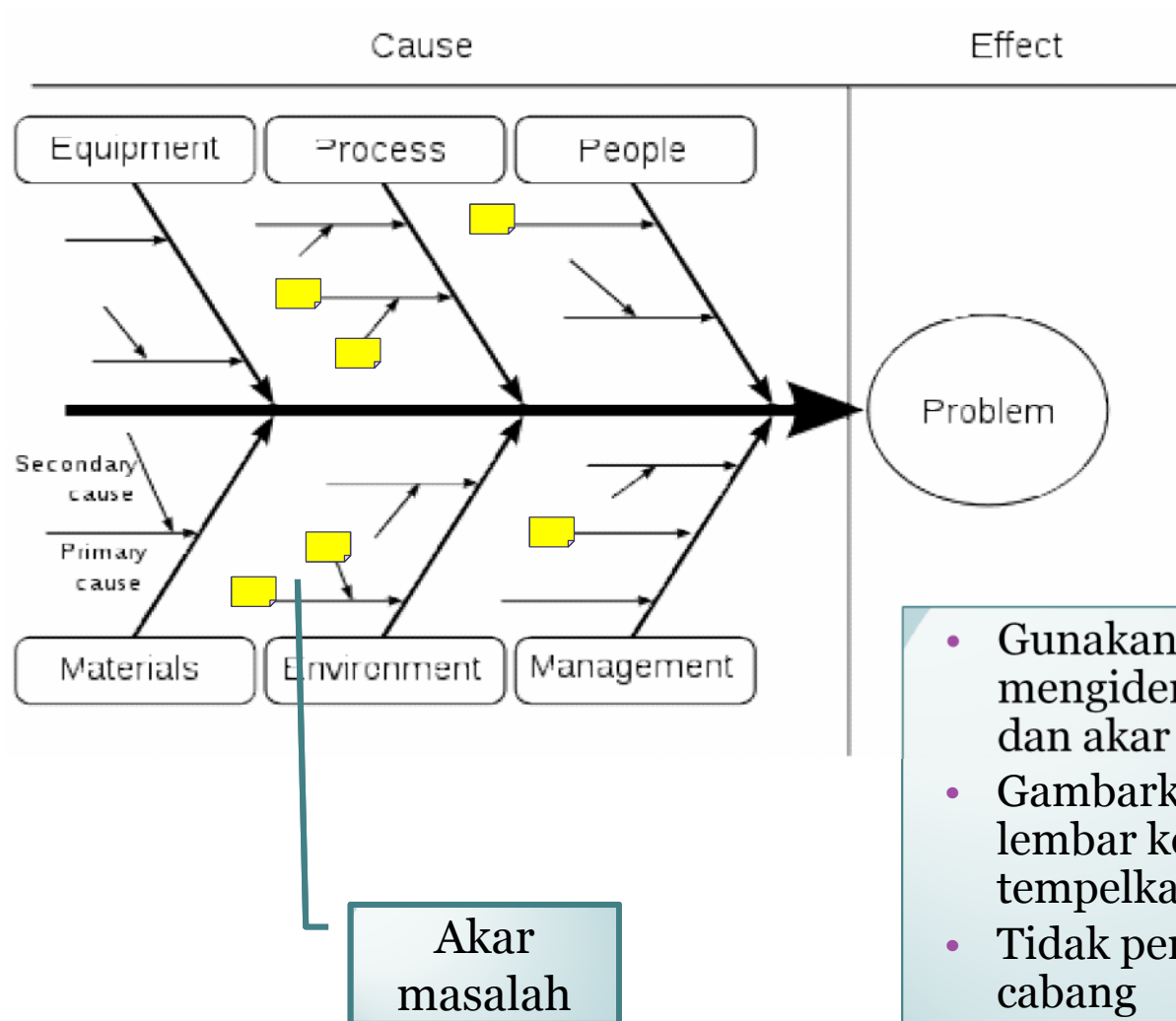
Problem Management Process

- A problem is a cause of one or more incidents.
- The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation.
- The key objectives:
 - to prevent problems and resulting incidents from happening,
 - to eliminate recurring incidents and
 - To minimize the impact of incidents that cannot be prevented.
- Bisa menggunakan teori manajemen mutu, seperti Pareto analysis dan Ishikawa diagram!

“80% masalah disebabkan oleh 20% sumber”



Fishbone (Ishikawa) Diagram



- Gunakan Post-It untuk mengidentifikasi masalah dan akar masalah
- Gambarkan fishbone pada lembar kerja (flipchart) dan tempelkan Post-It tadi.
- Tidak perlu mengisi semua cabang

Cakupan Problem Management

- diagnosing causes of incidents,
- Determining the resolution, and
- ensuring that the resolution is implemented
- maintains information about problems
- Records appropriate workarounds and resolutions.

Workarounds are documented in a **Known Error Database**, which improves the efficiency and effectiveness of Incident Management.



Common Service Operation Activities

- **monitoring and control:** to detect the status of services and CIs and take appropriate corrective action
- **console management/operations bridge:** a central coordination point for monitoring and managing services
- **management of the infrastructure:** storage, databases, middleware, directory services, facilities/data centre etc.



Service Desk Function

- The Service Desk provides a single central point of contact for all users of IT.
- The Service Desk usually logs and manages all incidents, service requests and access requests and provides an interface for all other Service Operation processes and activities.

Tanggung jawab Service Desk

- logging all incidents and requests, categorizing and prioritizing them
- first-line investigation and diagnosis
- managing the lifecycle of incidents and requests, escalating as appropriate and closing them when the user is satisfied
- keeping users informed of the status of services, incidents and requests.

Service desk tidak harus berarti IT help desk! Di beberapa tempat, service desk bahkan merupakan sistem pelayanan publik dari sebuah kementerian yang berbasis TI.

Penempatan struktur “Service Desk”

- local service desk: physically close to the users
- centralized service desk: allows fewer staff to deal with a higher volume of calls
- virtual service desk: staff are in many locations but appear to the users to be a single team
- follow the sun: Service Desks in different time zones give 24-hour coverage by passing calls to a location where staff are working.

IT Operations Management Function

- IT Operations Management is responsible for the management and maintenance of the IT infrastructure required to deliver the agreed level of IT services to the business.
- Ada 2 jabatan penting di fungsi ini:
 - IT Operations Control is usually staffed by shifts of operators who carry out routine operational tasks. They provide centralized monitoring and control, usually from an operations bridge or network operations centre.
 - Facilities Management is responsible for management of data centres, computer rooms and recovery sites. Facilities Management also coordinates large-scale projects, such as data centre consolidation or server consolidation.