

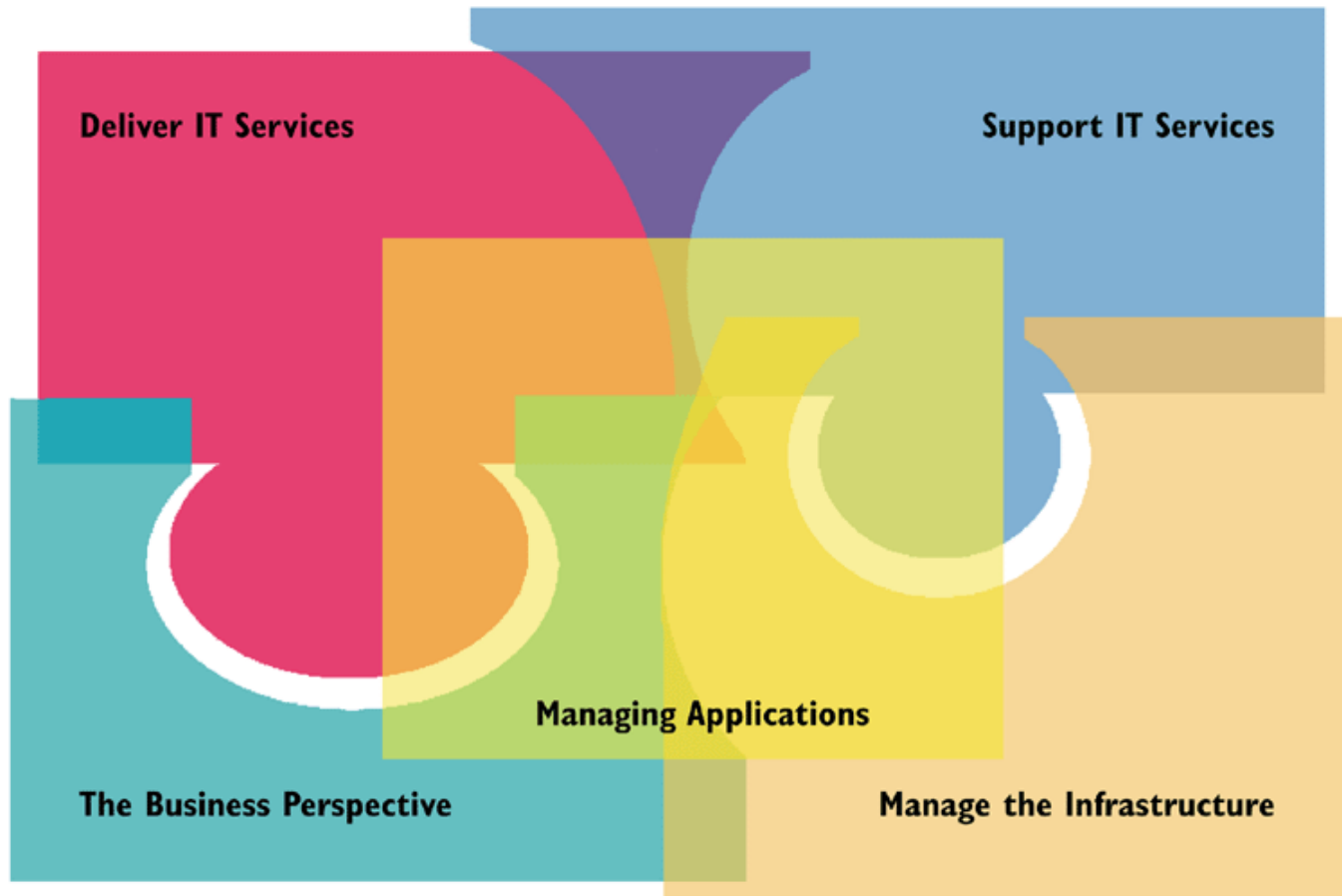
# IT Infrastructure Library



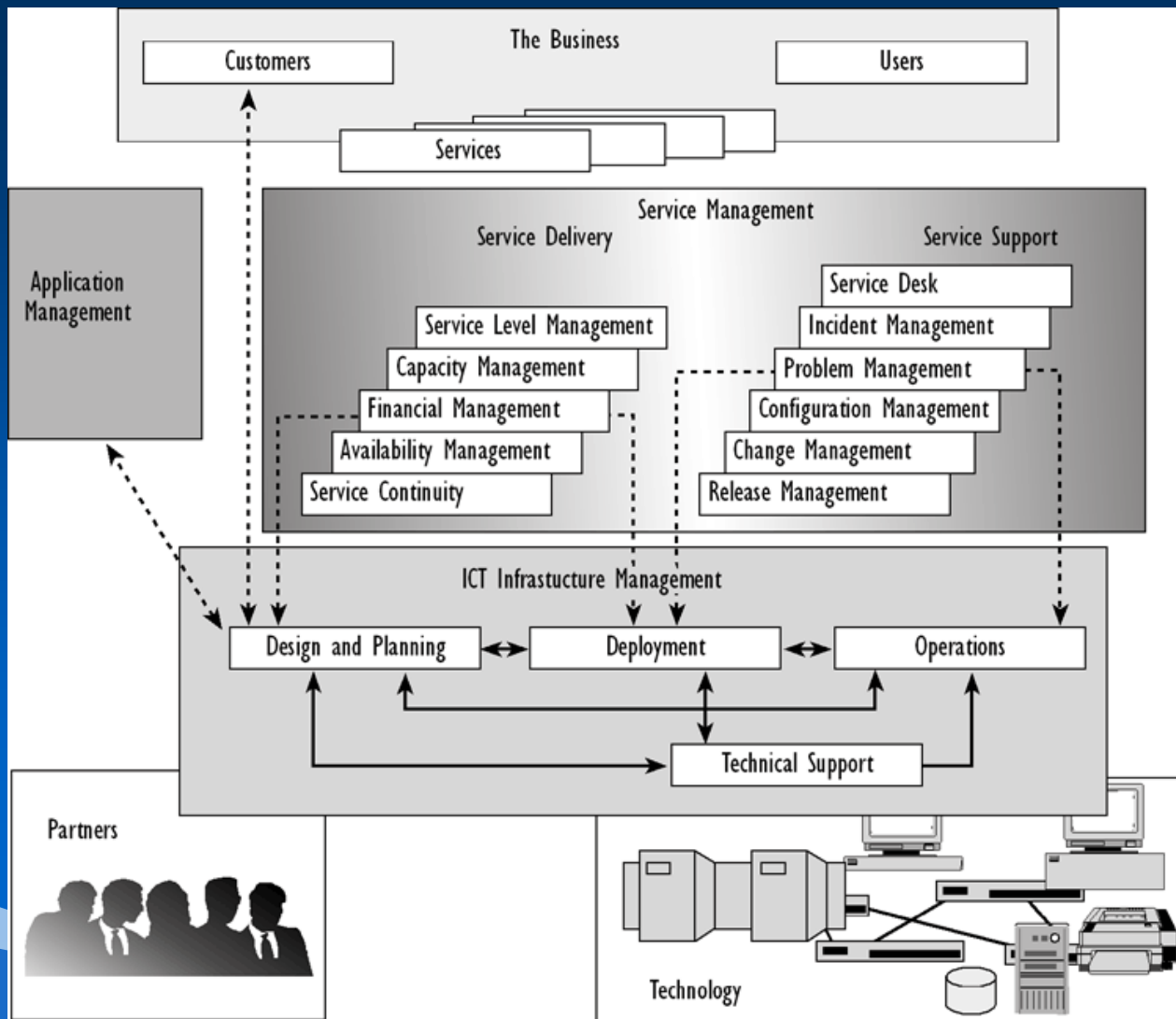
# Pengantar

- The Information Technology Infrastructure Library (ITIL) defines the organisational structure and skill requirements of an information technology organisation and a set of standard operational management procedures and practices to allow the organisation to manage an IT operation and associated infrastructure.
- The operational procedures and practices are supplier independent and apply to all aspects within the IT Infrastructure.
- ITIL was originally created by the CCTA under the auspices of the British government, and ITIL is a registered trademark of the UK Government's Office of Government Commerce (usually known as the OGC).

# Jigsaw Diagram of ITIL



# ITIL versi 2 (?)



# ITIL version 3 core volumes

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

# Service Strategy

- **Service Strategy** focuses on the identification of market opportunities for which services could be developed in order to meet a requirement on the part of internal or external customers.
- The output is a strategy for the design, implementation, maintenance and continual improvement of the service as an organizational capability and a strategic asset.
- Key areas of this volume are
  - Service Portfolio Management and
  - Financial Management.

# Service Design

- **Service Design** focuses on the activities that take place in order to develop the strategy into a design document which addresses all aspects of the proposed service, as well as the processes intended to support it.
- Key areas of this volume are
  - Availability Management,
  - Capacity Management,
  - Continuity Management and
  - Security Management.

# Service Transition

- **Service Transition** focuses on the implementation of the output of the service design activities and the creation of a production service or modification of an existing service.
- There is an area of overlap between Service Transition and Service Operation.
- Key areas of this volume are
  - Change Management,
  - Release Management,
  - Configuration Management and
  - Service Knowledge Management.



# Service Operation

- **Service Operation** focuses on the activities required to operate the services and maintain their functionality as defined in the Service Level Agreements with the customers.
- Key areas of this volume are
  - Incident Management,
  - Problem Management and
  - Request Fulfillment.

# Continual Service Improvement

- **Continual Service Improvement** focuses on the ability to deliver continual improvement to the quality of the services that the IT organization delivers to the business.
- Key areas of this volume are
  - Service Reporting,
  - Service Measurement and
  - Service Level Management.