# Service Design
# IT Infrastructure Library Versi 3

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

# Agenda

- Service Design Principles
- Service Design process
- Service Design activites
- Skill yang dibutuhkan
- Implementasi service design

# Isi Publikasi Inti (Core) ITIL v3

# Definisi

- The design of appropriate and innovative IT services, including their architectures, processes, policies and documentation, to meet current and future agreed business requirements
- Service Design starts with a set of <u>business requirements</u>, and ends with the <u>development of a service</u> solution designed to meet documented business requirements and outcomes and to provide a <u>Service Design Package</u> (SDP) for handover into Service Transition.

# Sasaran Service Design

- design services to meet agreed business outcomes
- design processes to support the service lifecycle
- identify and manage risks
- design secure and resilient IT infrastructures, environments, applications and data/information resources and capability
- design measurement methods and metrics

- produce and maintain plans, processes, policies, standards, architectures, frameworks and documents to support the design of quality IT solutions
- develop skills and capability within IT
- contribute to the overall improvement in IT service quality

# Isi dari "Service Design Package"

- Business requirement
- Service applicability
- Service contacts
- Functional requirements
- Service level requirements
- Operational management requirements
- Service design topology
- Organizational readiness assessment

- Risk management
- Skill yang dibutuhkan
- Testing Policy
- Transition Plan
- Operational acceptance plan
- Service acceptance criteria
- Jadwal
- Communication plan (dengan cara apa berkomunikasi untuk implementasi service)
- Laporan-laporan

# Aktifitas dalam Service Design

- **Business requirements** collection, analysis and engineering to ensure they are clearly documented.
- Design and **development** of appropriate **service solutions**, technology, processes, information and measurements.
- **Production** and revision of all **design processes** and documents involved in Service Design.
- **Liaison** with all other design and planning activities and roles.

- **Production** and maintenance of **policies** and design documents.
- **Risk management** of all services and design processes.
- **Alignment** with all corporate and **IT strategies and policies**.

# 4 'P' dalam Service Design

- **people**: the people, skills and competencies involved in the provision of IT services
- **products**: the technology and management systems used in the delivery of IT services
- **processes**: the processes, roles and activities involved in the provision of IT services
- **partners**: the vendors, manufacturers and suppliers used to assist and support IT service provision.

# Service Design Package (SDP)

- ***defines all aspects of an IT service and*** its requirements through each stage of its lifecycle.
- An SDP is produced for each new IT service, major change, or IT service retirement

# Service Catalogue Management (SCM)

- The Service Catalogue provides a central source of information on the IT services delivered to the business by the service provider organization, ensuring that business areas can view an accurate, consistent picture of the IT services available, their details and status.
- The purpose of Service Catalogue Management (SCM) is to provide a single, consistent source of information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.
- The key information within the SCM process is that contained within the Service Catalogue.
- The main input for this information comes from the Service Portfolio and the business via either the Business Relationship Management or the Service Level Management processes.

# Service Level Management (SLM)

- SLM negotiates, agrees and documents appropriate IT service targets with the business, and then monitors and produces reports on deliv
- The purpose of the SLM process is to ensure that all operational services and their performance are measured in a consistent, professional manner throughout the IT organization, and that the services and the reports produced meet the needs of the business and customers. ery against the agreed level of service.
- The main information provided by the SLM process includes Service Level Agreements (SLA), Operational Level Agreements (OLA) and other support agreements, and the production of the Service Improvement Plan (SIP) and the Service Quality Plan.

# Capacity Management

- Capacity Management includes business, service and component capacity management across the service lifecycle. A key success factor in managing capacity is ensuring that it is considered during the design stage.
- The purpose of Capacity Management is to provide a point of focus and management for all capacity and performance-related issues, relating to both services and resources, and to match the capacity of IT to the agreed business demands.
- The Capacity Management Information System (CMIS) is the cornerstone of a successful Capacity Management process. Information contained within the CMIS is stored and analyzed by all the sub-processes of Capacity Management for the provision of technical and management reports, including the Capacity Plan.

# Availability Management

- The purpose of Availability Management is to provide a point of focus and management for all availability-related issues, relating to services, components and resources, ensuring that availability targets in all areas are <u>measured</u> and achieved, and that they <u>match or exceed</u> the current and future agreed needs of the business in a cost-effective manner.
- Dua aktifitas penting:
  - *__reactive activities__: monitoring, measuring, analysis and management of* events, incidents and problems involving service unavailability
  - *__proactive activities__: proactive planning, design, recommendation and* improvement of availability.

# IT Service Continuity Management (ITSCM)

- The purpose of ITSCM is to maintain the appropriate on-going recovery capability within IT services to match the agreed needs, requirements and timescales of the business.
- Aligned with Business Continuity Plans and business priorities
- Regular completion of Business Impact Analysis and Risk Management exercises.

# Information Security Management (ISM)

- The purpose of the ISM process is to align IT security with business security
- Harapannya:
  - information is available and usable when required (availability)
  - information is observed by or disclosed to only those who have a right to know (confidentiality)
  - information is complete, accurate and protected against unauthorized modification (integrity)
  - business transactions, as well as information exchanges, can be trusted (authenticity and non-repudiation).

# Supplier Management

- The purpose of the Supplier Management process is to obtain value for money from suppliers and to ensure that suppliers perform to the targets contained within their contracts and agreements, while conforming to all of the terms and conditions.

- The Supplier and Contract Database (SCD) is a vital source of information on suppliers and contracts and should contain all of the information necessary for the management of suppliers, contracts and their associated services

# Supplier Management Process
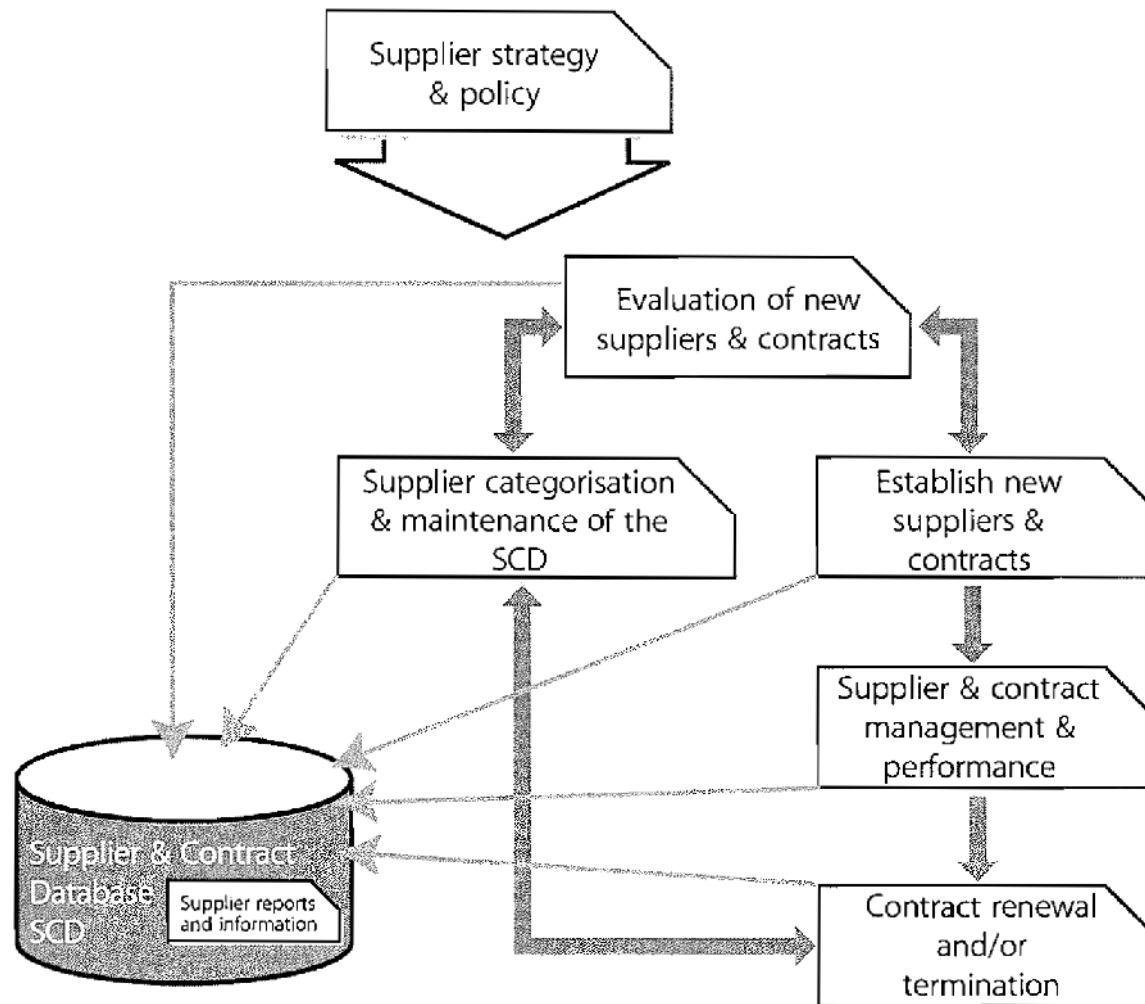
# Fungsi & Jabatan

- Service Design Manager: responsible for the overall coordination and deployment of quality solution designs for services and processes
- IT Designer/Architect: responsible for the overall coordination and design of the required technologies, architectures, strategies, designs and plans
- Service Catalogue Manager: responsible for producing and maintaining an accurate Service Catalogue
- Service Level Manager: responsible for ensuring that the service quality levels are agreed and met

# Fungsi & Jabatan

- Availability Manager: responsible for ensuring that all services meet their agreed availability targets
- IT Service Continuity Manager: responsible for ensuring that all services can be recovered in line with their agreed business needs, requirements and timescales
- Capacity Manager: responsible for ensuring that IT capacity is matched to agreed current and future business demands
- Security Manager: responsible for ensuring that IT security is aligned with agreed business security policy risks, impacts and requirements
- Supplier Manager: responsible for ensuring that value for money is obtained from all IT suppliers and contracts, and that underpinningcontracts and agreements are aligned with the needs of the business.