Service Transition
IT Infrastructure Library Versi 3

Oleh:
Arrianto Mukti Wibowo, M.Sc., Dr.*, CISA, CGEIT* (*cand.)
amwibowo@cs.ui.ac.id
0856-8012508, 311ef9ee

Fakultas Ilmu Komputer
Universitas Indonesia

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

Isi Publikasi Inti (Core) ITIL v3

Kegunaan "Service Transition"

- The role of Service Transition is to <u>deliver services that</u> are required by the business <u>into operational use</u>.
- Service Transition delivers this by receiving the <u>Service Design Package</u> from the Service Design stage and delivering into the operational stage <u>every necessary element</u> required <u>for ongoing operation</u> and support of that service.

Prinsip-prinsip Service Transition

- Understanding all services, their utility and warranties - to transition a service effectively it is essential to know its nature and purpose in terms of the outcomes and/or removed business constraints (utilities) and the assurances that the utilities will be delivered (warranties).
- Establishing a formal policy and common framework for implementation of all required changes - consistency and comprehensiveness ensure that no services, stakeholders, occasions etc. are missed out and so cause service failures.
- Supporting knowledge transfer, decision support and re-use of processes, systems and other elements – effective Service Transition is delivered by involving all relevant parties, ensuring appropriate knowledge is available and that work done is reusable in future similar circumstances.

Prinsip-prinsip (2)

- Anticipating and managing 'course corrections' – being proactive and determining likely course correction requirements, and when elements of a service do need to be adjusted, this is undertaken logically and is fully documented.
- Ensuring involvement of Service Transition and Service Transition requirements throughout the service lifecycle.

Change Management

- Change Management ensures that changes are <u>recorded</u>, evaluated, <u>authorized</u>, <u>prioritized</u>, planned, tested, <u>implemented</u>, documented and reviewed in a controlled manner.
- The purpose of the Change Management process is to ensure that
  - <u>standardized methods</u> are used for the efficient and prompt handling of all changes,
  - all changes are <u>recorded</u> in the Configuration Management System and
  - overall business <u>risk is optimized</u>.
- Change management dilakukan pada lapis strategis, taktis dan operasional
- Mengurangi "error" pada peluncuran layanan baru atau perubahan layanan.
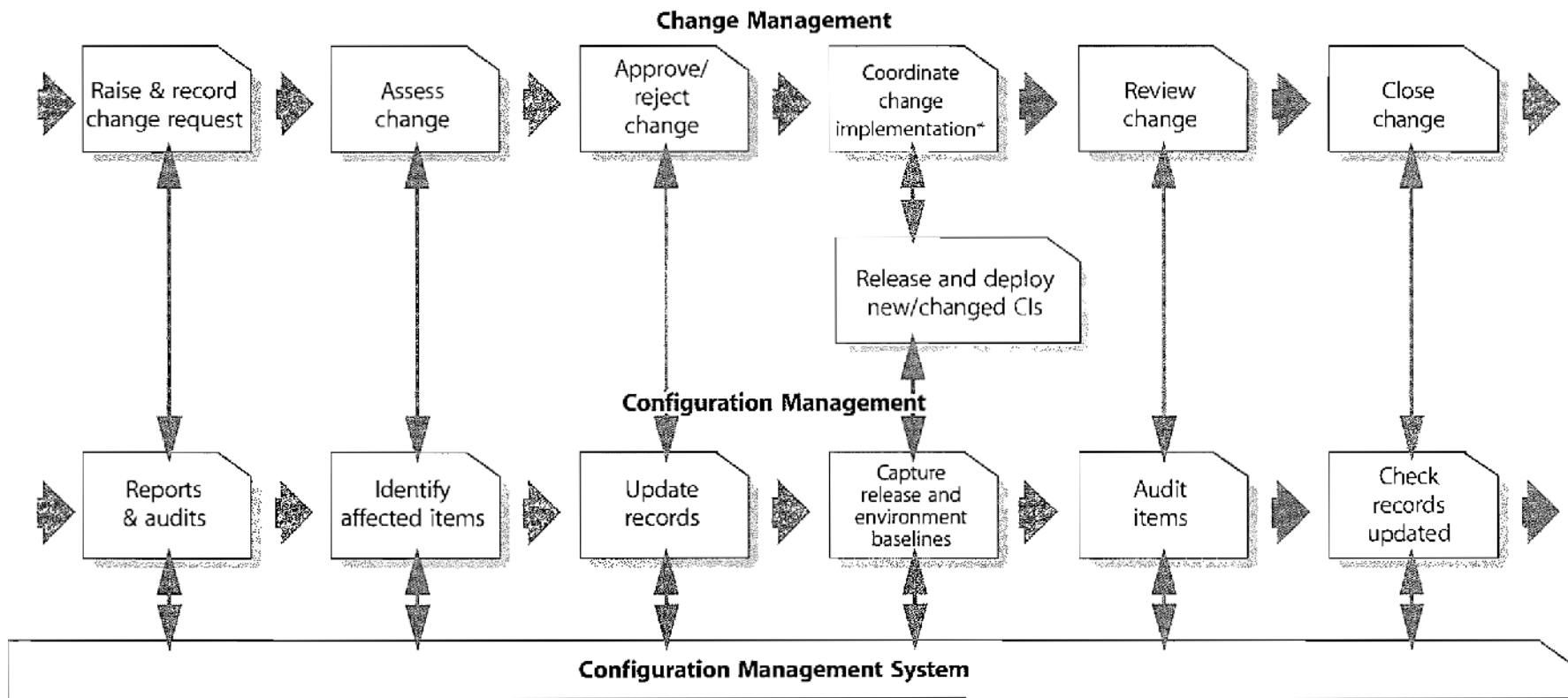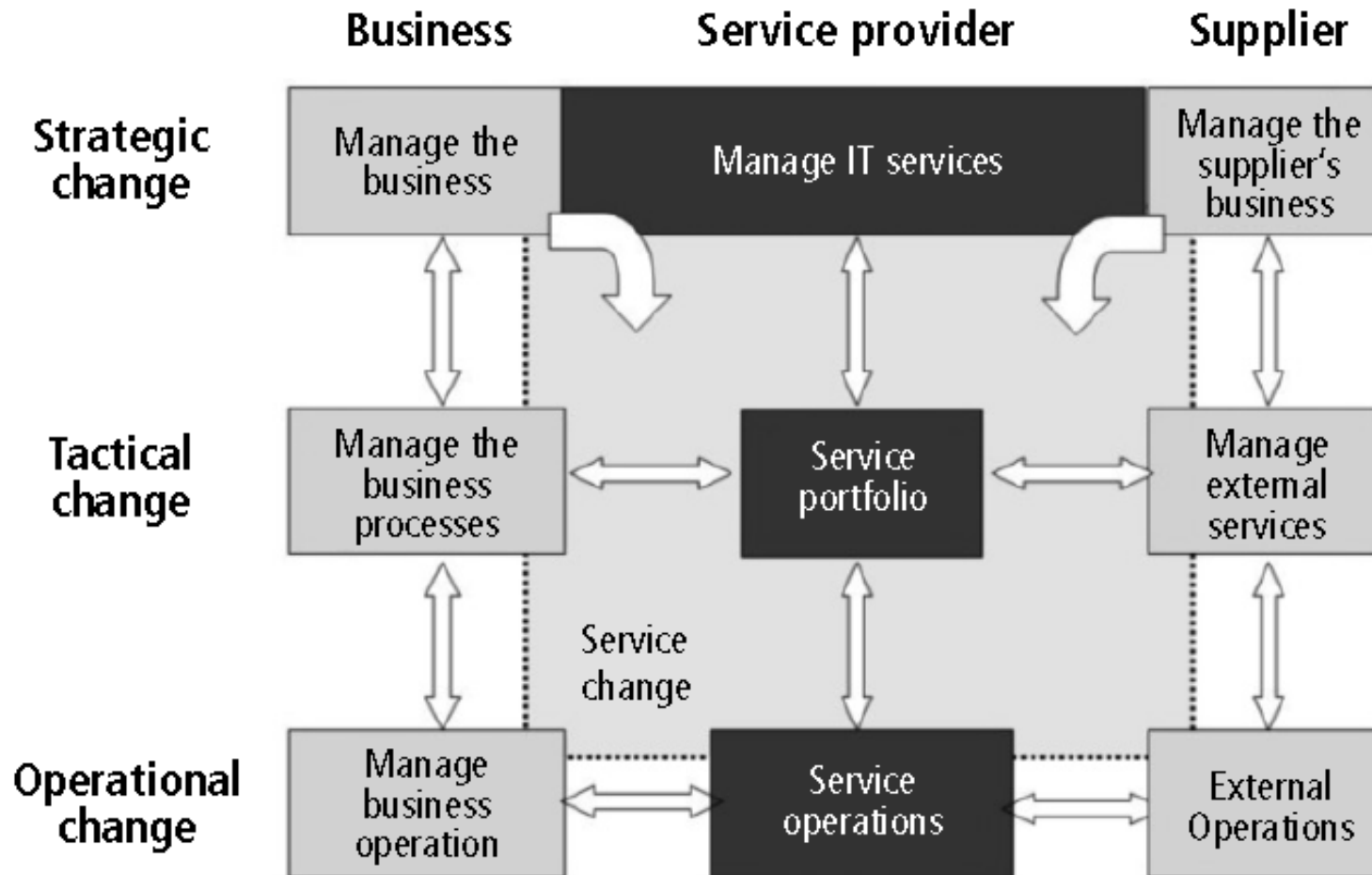
Service Change

- the <u>addition, modification or removal</u> of an authorised, planned or supported <u>service</u> or service component and its associated documentation.

# Hubungan Change Management dgn Configuration Management

Ruang Lingkup
Change & Release Management

Service Asset and Configuration Management (SACM)

- The purpose of SACM is to <u>identify, control and account</u> for service assets and <u>configuration items</u> (CI), protecting and ensuring their integrity across the service lifecycle

- To manage large and complex IT services and infrastructures, SACM requires the use of a supporting system known as the Configuration Management System (CMS).

Aktifitas Configuration Management
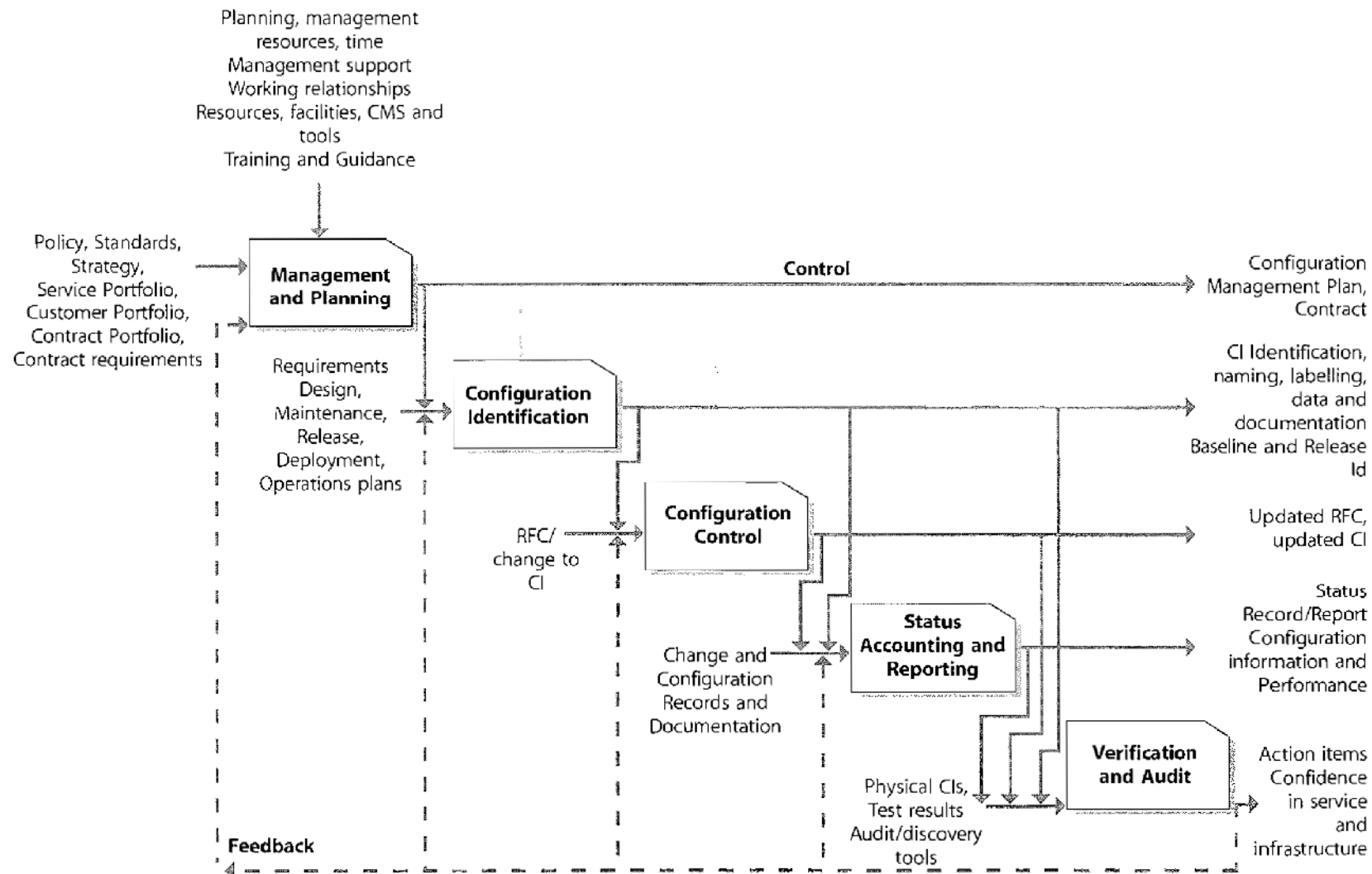
Contoh breakdown dalam sebuah Configuration Mgt 'End User Computing'
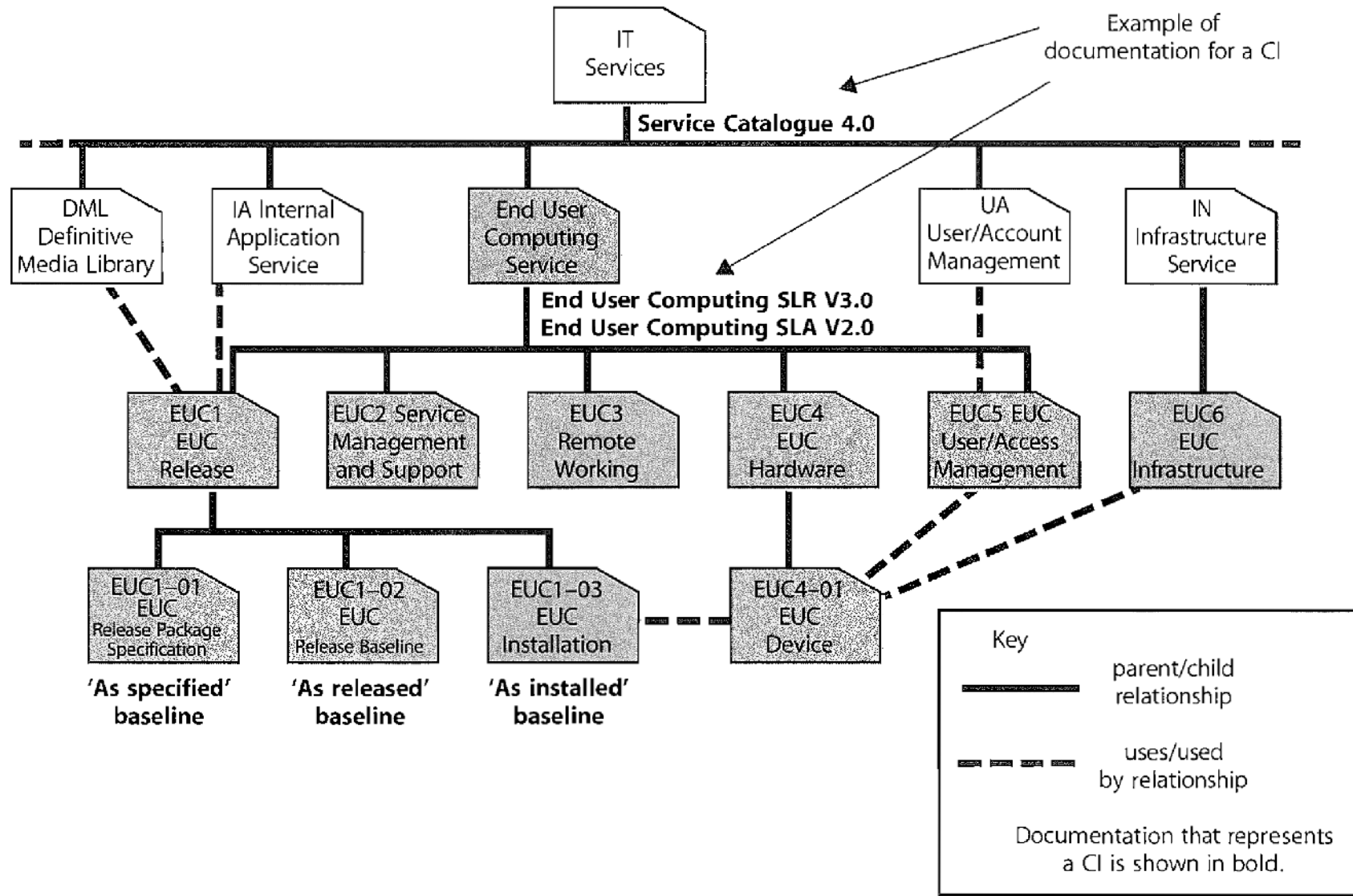
Knowledge Management

- The purpose of Knowledge Management is to ensure that the right person has the right knowledge, at the right time to deliver and support the services required by the business
- Manfaatnya:
  - more efficient services with improved quality
  - clear and common understanding of the value provided by services
  - relevant information that is always available.

Transition Planning and Support

- plan and <u>coordinate resources</u> to ensure that the requirements of Service Strategy encoded in Service Design are effectively realized in Service Operations
- identify, <u>manage and control the risks</u> of failure and disruption across <u>transition activities</u>.

Release and Deployment Management

- The goal of the Release and Deployment Management process is to assemble and position all aspects of services into production and establish effective use of new or changed services

- It covers the whole assembly and implementation of new/changed services for operational use, from release planning through to early life support.

Service Validation and Testing

- Successful testing depends on understanding the service holistically – how it will be used and the way it is constructed.
- All services – whether in-house or bought-in – will need to be tested appropriately, providing validation that business requirements can be met in the full range of expected situations, to the extent of agreed business risk.
- The key purpose of service validation and testing is to provide objective <u>evidence that the new/changed service supports the busicx`ness requirements</u>, including the agreed SLAs.
- The service is tested explicitly against the utilities and warranties set out in the service design package, including business functionality, availability, continuity, security, usability and regression testing.

Evaluation

- Ensuring that the service will be useful to the business is central to successful Service Transition and this extends into ensuring that the service will continue to be relevant by establishing appropriate metrics and measurement techniques.

- Evaluation considers the input to Service Transition, addressing the relevance of the service design, the transition approach itself, and the suitability of the new or changed service for the actual operational and business environments encountered and expected.