



Universitas Negeri Surabaya
Faculty of Engineering,
Bachelor of Information Systems Study Program

Document Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight	SEMESTER	Compilation Date																																	
Implementation of Information Technology Service Management Standards	5720103012		T=3 P=0 ECTS=4.77	6	July 18, 2024																																	
AUTHORIZATION	SP Developer		Course Cluster Coordinator		Study Program Coordinator																																	
		I Kadek Dwi Nuryana, S.T., M.Kom.																																	
Learning model	Project Based Learning																																					
Program Learning Outcomes (PLO)	PLO study program that is charged to the course																																					
	Program Objectives (PO)																																					
	PLO-PO Matrix																																					
		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td style="width: 50px; height: 20px;">P.O</td></tr> </table>					P.O																															
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	PO Matrix at the end of each learning stage (Sub-PO)																																					
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td rowspan="2" style="width: 50px; height: 20px;">P.O</td> <td colspan="16" style="text-align: center;">Week</td> </tr> <tr> <td style="width: 20px;">1</td><td style="width: 20px;">2</td><td style="width: 20px;">3</td><td style="width: 20px;">4</td><td style="width: 20px;">5</td><td style="width: 20px;">6</td><td style="width: 20px;">7</td><td style="width: 20px;">8</td><td style="width: 20px;">9</td><td style="width: 20px;">10</td><td style="width: 20px;">11</td><td style="width: 20px;">12</td><td style="width: 20px;">13</td><td style="width: 20px;">14</td><td style="width: 20px;">15</td><td style="width: 20px;">16</td> </tr> </table>					P.O	Week																1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
P.O	Week																																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16																						
Short Course Description	Providing the ability to manage services that can support IS operations and IT processes so that IS/IT can continue to provide support to business processes. IT services are provided in 5 stages.																																					
References	Main :																																					
	1. Susanto, Tony Dwi. 2016. Manajemen Layanan Teknologi Informasi. AISINDO 2. ITIL2011																																					
	Supporters:																																					
Supporting lecturer	Rahadian Bisma, S.Kom., M.Kom.																																					
Week-	Final abilities of each learning stage (Sub-PO)	Evaluation		Help Learning, Learning methods, Student Assignments, [Estimated time]		Learning materials [References]	Assessment Weight (%)																															
		Indicator	Criteria & Form	Offline (offline)	Online (online)																																	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)																															
1	IT Governance and IT Management	1.Explains management, governance and ownership 2.Explain IT management standards and frameworks 3.Explaining IT Governance VS IT Service Management	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP)(3xT)(2xUTS)(3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum			0%																															

2	Concepts Basic concepts of IT Service Management	<ol style="list-style-type: none"> 1.Explain the meaning of service 2.Explain service management 3.Explain the meaning of IT services 4.Explain IT service management 5.Explain customer categories 6.Explain IT service stakeholders 7.Explain the relationship between functions, processes, roles 8.Explaining Roles 9.Explain function 10.Explaining the Process 	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum			0%
3	IT service Life Cycle	Explains the main product and IT service life cycles	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum			0%
4	Main Function Structure & Duties	<ol style="list-style-type: none"> 1. Explain the Main Functions 2. Explain the Main Roles of IT Services 3. Explain the RACI Model 	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum			0%
5	Service Strategy	<ol style="list-style-type: none"> 1. Explaining Strategy 2. Explaining the Goals and Scope of Service 3. Explaining Service Portfolio 4. Explaining Service Strategy Processes 5. Explaining Roles in Service Strategy 	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum			0%
6							0%
7	Service Design	<ol style="list-style-type: none"> 1. Explaining service design, 2. Explaining the main aspects of service design 3. Explaining the main keys to service design 4. Benefits of service design 5. Explaining service catalogs 6. Explaining SLR, SLA, OLA, UC 	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum			0%
8							0%
9	Students are able to answer UTS Information Technology Services Management questions			1 X 1			0%

10	Service Transitions	1. Explain the purpose and scope of Service Transition 2. Explain the Service Transition Processes 3. Explain the Roles in Service Transition	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum			0%
11							0%
12	Service Operations	1. Explain the purpose and scope of service operations 2. Explain the service operation processes 3. Explain the roles in service operations 4. Explain the supporting technology (tools) for service operations	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum			0%
13							0%
14	continuous service improvement	1. Explaining the Goals and Scope of CSI 2. Explaining IT Achievement Measurement 3. Explaining CSI Implementation Methods 4. Explaining the Roles in the CSI Stages	Criteria: 1.Participation = 20% 2.Tasks = 30% 3.UTS = 20% 4.UAS = 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10	Approach: Scientific Model: Cooperative Method: Discussion, presentation, Presentation/Assignment and practicum 1 X 1			0%
15							0%
16							0%

Evaluation Percentage Recap: Project Based Learning

No	Evaluation	Percentage
		0%

Notes

- Learning Outcomes of Study Program Graduates (PLO - Study Program)** are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
- The PLO imposed on courses** are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
- Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study material or learning materials for that course.
- Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.
- Indicators for assessing** ability in the process and student learning outcomes are specific and measurable statements that identify the ability or performance of student learning outcomes accompanied by evidence.
- Assessment Criteria** are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.
- Forms of assessment:** test and non-test.
- Forms of learning:** Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
- Learning Methods:** Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
- Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
- The assessment weight** is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
- TM=Face to face, PT=Structured assignments, BM=Independent study.

