| | | | | | | | Document Code |
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| | **Universitas Negeri Surabaya**<br>**Faculty of Engineering,**<br>**Bachelor of Information Systems Study Program** | | | | | | |

## SEMESTER LEARNING PLAN

| Courses | | CODE | Course Family | | Credit Weight | | | SEMESTER | Compilation Date |
|---|---|---|---|---|---|---|---|---|---|
| **IT Service Management** | | 5720103022 | | | **T=3** | **P=0** | **ECTS=4.77** | 5 | July 17, 2024 |

| AUTHORIZATION | SP Developer | Course Cluster Coordinator | Study Program Coordinator |
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| | | | |
| | ....................................... | ....................................... | I Kadek Dwi Nuryana, S.T., M.Kom. |

| Learning model | **Project Based Learning** |
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| Program Learning Outcomes (PLO) | **PLO study program that is charged to the course** | |
|---|---|---|
| | **Program Objectives (PO)** | |
| | **PO - 1** | Students are able to manage IS operations to support business processes |
| | **PO - 2** | Students have preparedness for the continuity of IS/IT services |
| | **PO - 3** | Students are able to fairly determine the finances of IS/IT operations |
| | **PLO-PO Matrix** | |

| P.O |
|---|
| PO-1 |
| PO-2 |
| PO-3 |

**PO Matrix at the end of each learning stage (Sub-PO)**

| P.O | Week | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| PO-1 | | | | | | | | | | | | | | | | |
| PO-2 | | | | | | | | | | | | | | | | |
| PO-3 | | | | | | | | | | | | | | | | |

| 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. |
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| References | **Main :** | |
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| | 1. Susanto,Tony Dwi. 2016. Manajemen Layanan Teknologi Informasi. AISINDO<br>2. ITIL2011 | |
| | **Supporters:** | |
| | | |

| Supporting lecturer | I Kadek Dwi Nuryana, S.T., M.Kom.<br>Bonda Sisephaputra, M. Kom. |
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| 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) |

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| **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 **Form of Assessment** : Participatory Activities | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** Concepts of IT Governance and IT Management **Library:** *ITIL2011* | 4% |
| **2** | Concepts Basic concepts of IT Service Management | 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 **Form of Assessment** : Participatory Activities | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** Basic concepts of IT Service Management **Library:** *ITIL2011* | 4% |
| **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 **Form of Assessment** : Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** IT service life cycle **Library:** *ITIL2011* | 5% |
| **4** | Main Function Structure & Duties | 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 **Form of Assessment** : Participatory Activities, Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** Structure & Tasks Main Functions **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 5% |
| **5** | Service Strategy | 1. Explaining Strategy 2. Explaining the Goals and Scope of Service Strategy 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 **Form of Assessment** : Participatory Activities, Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** Service Strategy **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |

| No | Topic | Objectives | Assessment | Learning (col1) | Learning (col2) | Material/Reference | Weight |
|---|---|---|---|---|---|---|---|
| 6 | Service Portfolio | | **Form of Assessment** : Participatory Activities | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation and 1 X 1 practicum | **Material:** Service Portfolio **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |
| 7 | Service Design | 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 **Form of Assessment** : Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum | **Material:** Service Design **Library:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |
| 8 | Service Design | 1. Explain service design 2. Explain the main aspects of service design 3. Explain the main keys to service design 4. Benefits of service design 5. Explain the service catalogue 6. Explaining SLR, SLA, OLA, UC | **Criteria:** 1. Participation = 20% 2. Duty= 30% 3. UTS= 20% 4. UAS= 30% 5. NA = ((2xP)(3xT)(2xUTS)(3xUAS))/10 **Form of Assessment** : Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | **Material:** Service Design **Library:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |
| 9 | Students are able to answer UTS Information Technology Services Management questions | | **Form of Assessment** : Project Results Assessment / Product Assessment | UTS 1 X 1 | UTS 1 X 1 | **Material:** UTS **Library:** | 20% |
| 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 | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum | **Material:** Service Transition **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |
| 11 | 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. Duty= 30% 3. UTS= 20% 4. UAS= 30% 5. NA = ((2xP)(3xT)(2xUTS)(3xUAS))/10 **Form of Assessment** : Participatory Activities, Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | **Material:** Service Transition **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |

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| 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 | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1 X 1 practicum | **Material:** Service Operation **Reader:** *Susanto, Tony Dwi. 2016. Information Technology Service Management. AISINDO* | 4% |
| 13 | service improvement | 1.Explain the purpose and scope of service operations 2.Explain the service operation processes 3.Explain the roles in Service Operation 4.Explain supporting technology (tools) for service operations | **Criteria:** 1.Participation = 20% 2.Duty= 30% 3.UTS= 20% 4.UAS= 30% 5.NA = ((2xP) (3xT)(2xUTS) (3xUAS))/10 **Form of Assessment** : Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | Approach: Scientific Model: Cooperative Method: Discussion, Presentation, Assignment Practice and 1x1 practicum | **Material:** service improvement **Library:** *ITIL2011* | 4% |
| 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 | Approach: Scientific Model: Cooperative Method: Discussion, presentation, Presentation/Assignment and practicum 1 X 1 | **Material:** continuous service improvement **Reference:** *ITIL2011* | 4% |
| 15 | continuous service improvement | | **Form of Assessment** : Project Results Assessment / Product Assessment | Approach: Scientific Model: Cooperative Method: Discussion, presentation, Presentation/Assignment and practicum 1 X 1 | Approach: Scientific Model: Cooperative Method: Discussion, presentation, Presentation/Assignment and practicum 1 X 1 | **Material:** continuous service improvement **Reference:** *ITIL2011* | 4% |
| 16 | | | | UAS 1 X 1 | UAS 1 X 1 | **Material:** UAS **Literature:** | 20% |

**Evaluation Percentage Recap: Project Based Learning**

| No | Evaluation | Percentage |
|---|---|---|
| 1. | Participatory Activities | 18.5% |
| 2. | Project Results Assessment / Product Assessment | 47.5% |
| | | 66% |

**Notes**

1. **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.
2. **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.
3. **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.
4. **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.
5. **Indicators for assessing** abilities in the process and student learning outcomes are specific and measurable statements that identify the abilities or performance of student learning outcomes accompanied by evidence.
6. **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.
7. **Forms of assessment:** test and non-test.
8. **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.
9. **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.
10. **Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
11. **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%.

12. TM=Face to face, PT=Structured assignments, BM=Independent study.