



IT Operation

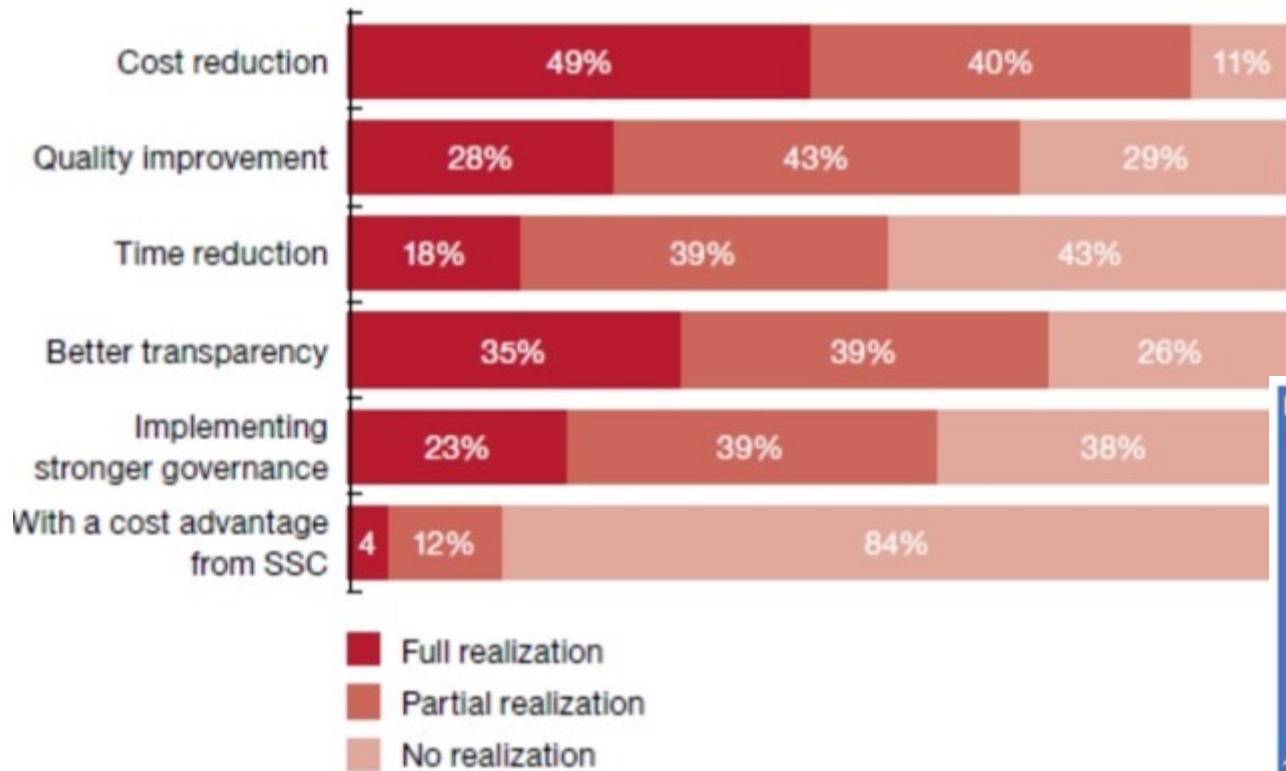
(Digital Service)



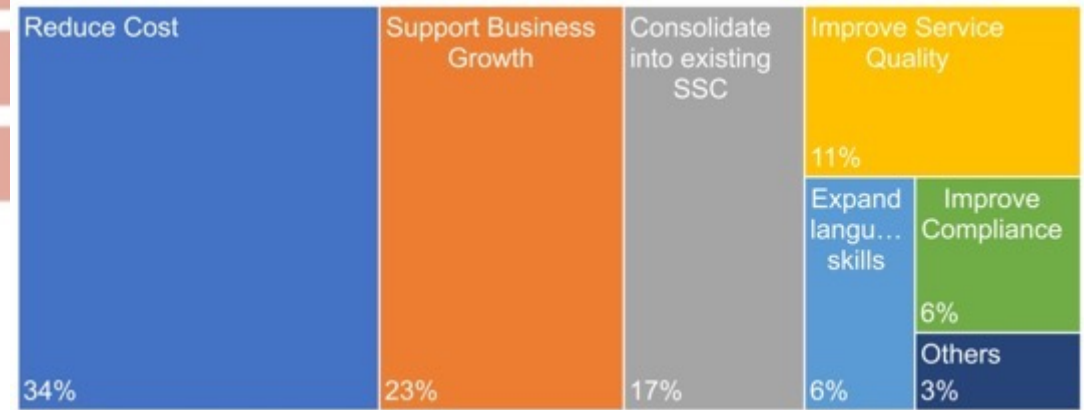
Today Business Challenges

- Bagaimana mengalihkan biaya CAPEX menjadi OPEX?
- Bagaimana operasional IT menjadi lebih efektif & efisien?
- Bagaimana simplifikasi layanan IT dengan jumlah personil yang terbatas?
- Bagaimana meminimalisir risiko?
- Bagaimana departemen IT dapat berpikir ke arah yang lebih strategis?

Shared Service Objectives

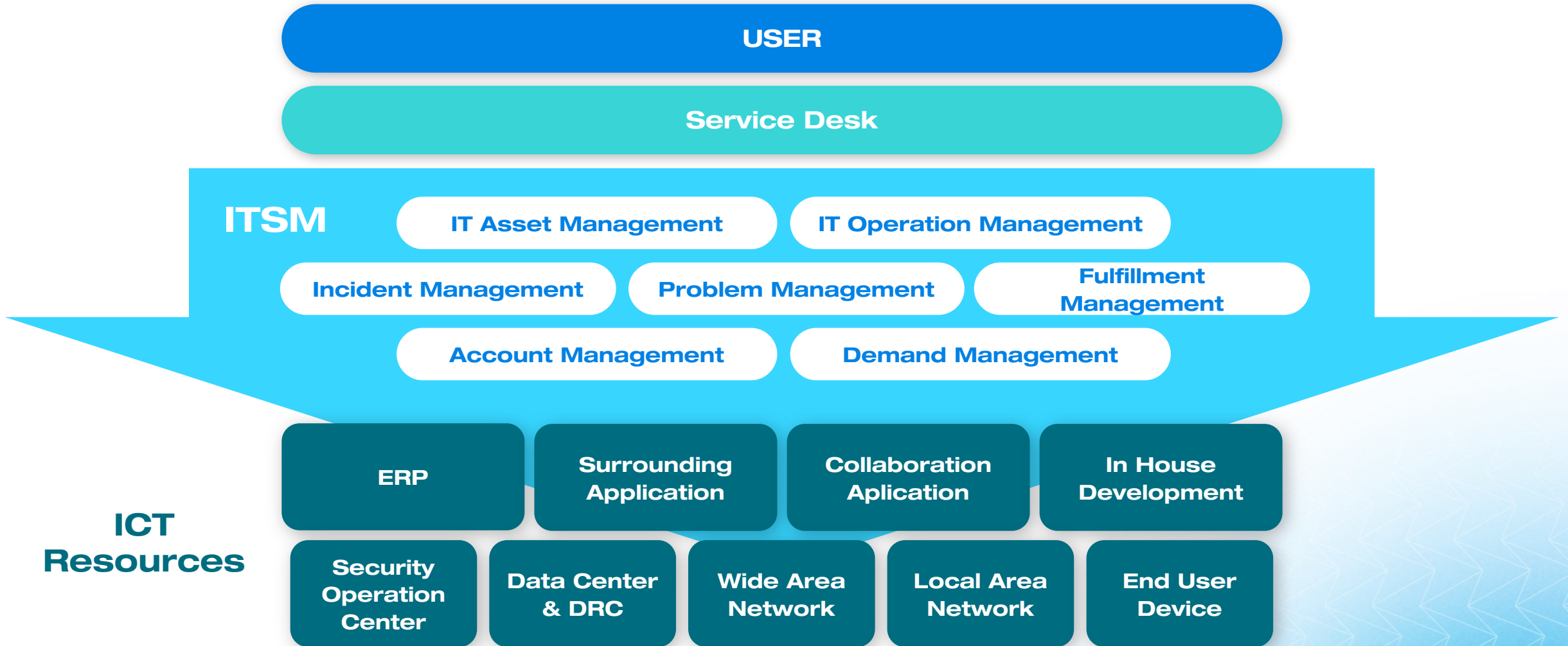


Source: PwC Shared Service Global Survey 2016



Source: Market Insight

Business Needs



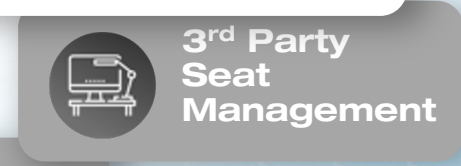
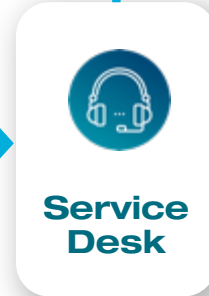
IT Service Management



Solution: SISI Shared Services



Customer



SISI Shared Service merupakan **solusi terpadu untuk seluruh proses bisnis** perusahaan, memberikan **single point of contact** dan **unified user experience** sehingga pelanggan dapat lebih fokus kepada hal-hal yang strategis.

SISI Shared Services: IT Operation (Digital Service)



Service Desk

Menyediakan fungsi *Single Point of Contact* (SPOC) untuk mengelola dan mendokumentasikan setiap permintaan layanan IT Operation



IT Operation

Layanan yang menyediakan *resource* teknisi IT yang berpengalaman dalam mengelola operasional aplikasi & infrastruktur.



IT Asset Management

Inventarisasi aset berupa layanan pengelolaan dan distribusi license software, aplikasi dan infrastruktur yang digunakan oleh customer.



Seat Management

Layanan IT berupa *hardware* dan *software* yang dibutuhkan untuk menjalankan operasional bisnis pada perusahaan.



SISI IT Operation Value Proposition

- ✓ Better and faster process through best practice adoption
- ✓ Continuous process and quality improvement
- ✓ Cost reduction

SISI Shared Services - IT Operation Year in Review

(Data as of Jun '19 to Sep '20)



99,85%

Average SLA SSC Team.
Target is 98% per annum.



19.000++

Tickets received and completed on
its SLA period (*1 Business Day*)

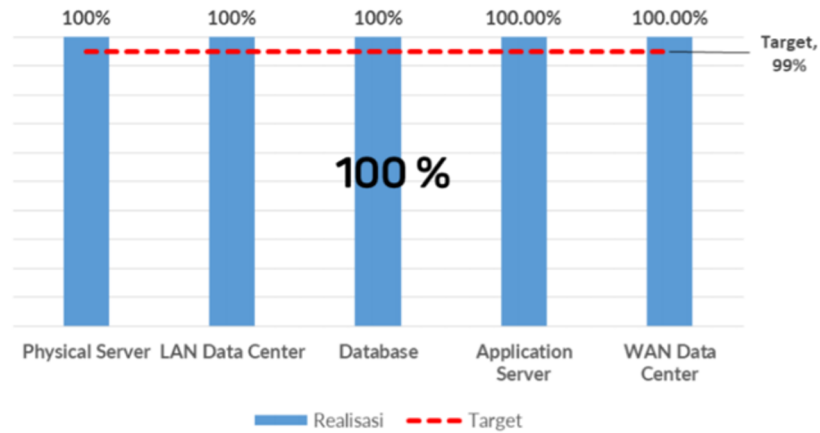


1.2 Mil.++

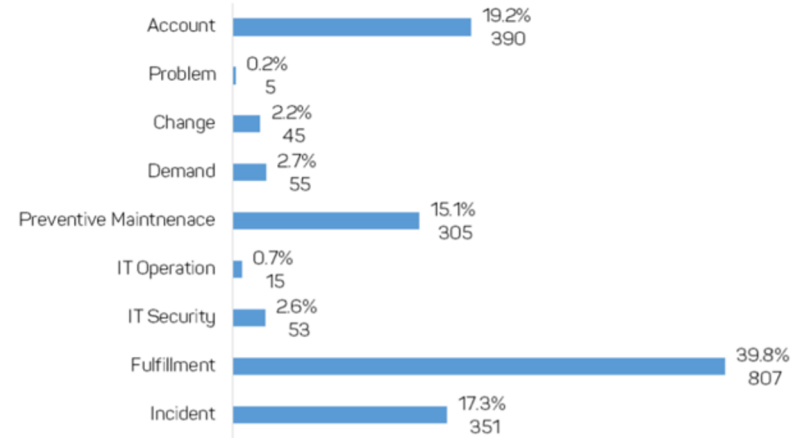
Transaction processed on
ERP platform.

Report of SISI Shared Services – IT Operation (Sample Only)

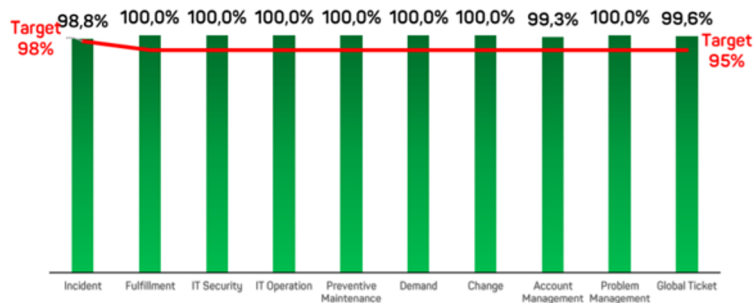
SAP Performance



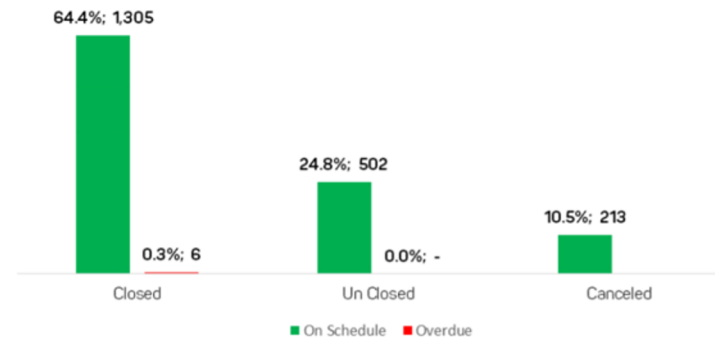
Ticket by Category



SLA Achievement

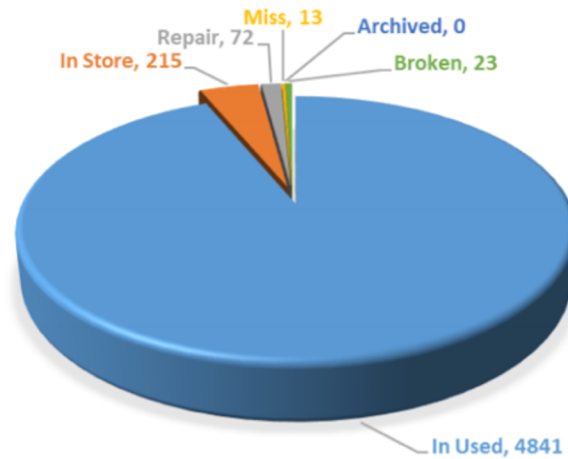


Ticket by Status

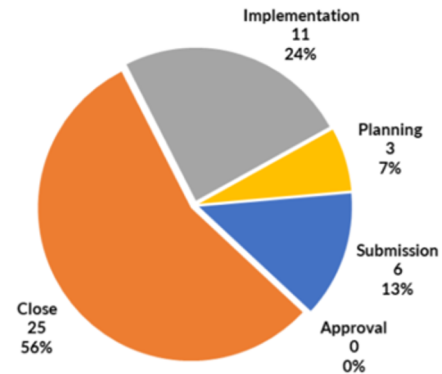


Report of SISI Shared Services – IT Operation (Sample Only)

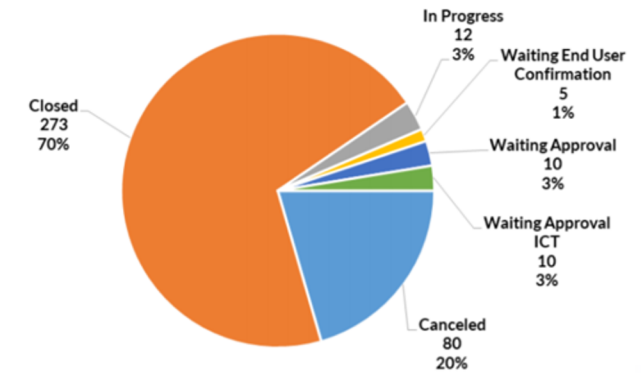
Status Asset



Status Kinerja Change Management



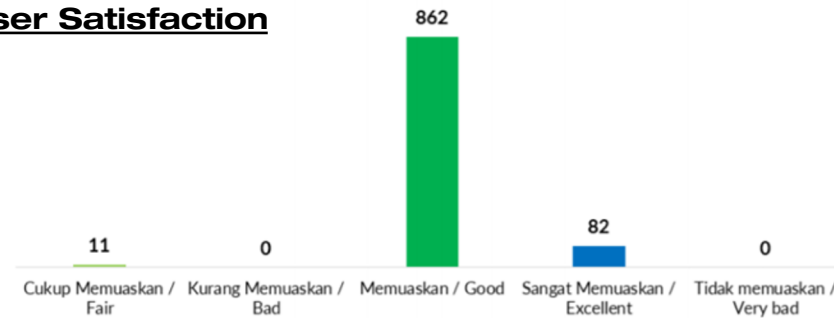
Status Kinerja Account Management



Highlight Totsl Lisensi Software

Jenis Lisensi	Masa Aktif	Lisensi Terpakai	Sisa Lisensi	Jumlah Lisensi
Kaspersky Total Security for Business	03/26/2020 – 03/31/2021	26	4	30
Kaspersky Endpoint Security for Business	03/26/2020 – 03/31/2021	1787	913	2700
SAP	n/a	2001	34	2035
Fortinet Security	06/01/2020 - 06/01/2021	14	0	14

User Satisfaction

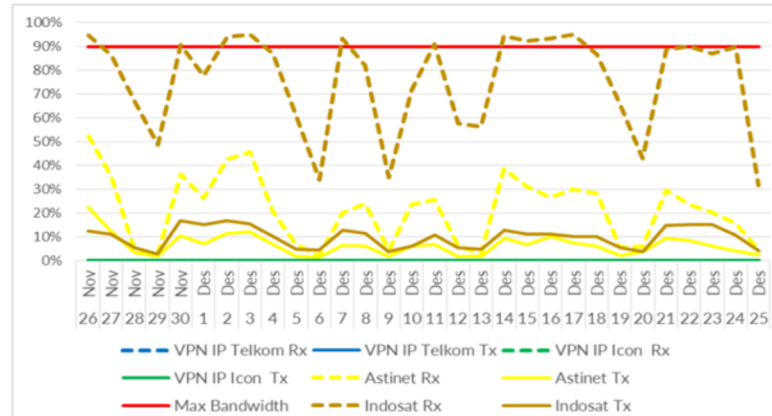


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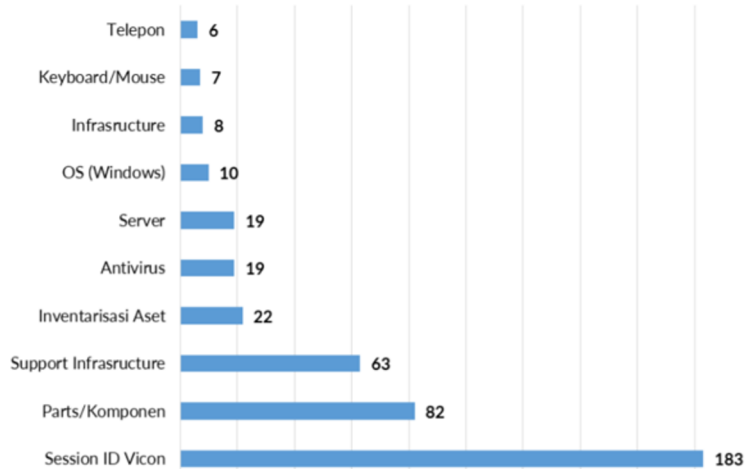
Perubahan Fitur Aplikasi

Bulan	IT Consultan	Change Manager	TW
Juli	70	5	0
Agustus	68	4	2
September	118	7	4
Oktober	156	7	1
November	173	11	0
Desember	1589	143	172
Total (Mandays)	2174	177	179
Proyeksi Tiket Unclosed (Mandays)	109	6	0

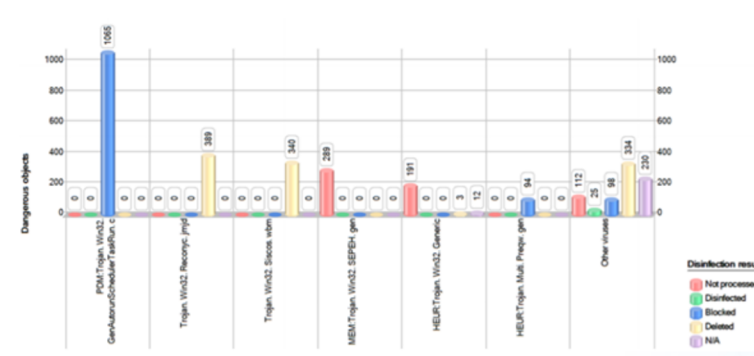
Utilisasi Network



Status Permintaan Layanan ICT Infrastruktur



Penanganan Virus



In Depth Process Monitoring & Tracking

ServiceDesk Plus Incident Catalog Service Catalog Quick Actions Desktop Central MDM Advanced Analytics

Change ID : 3332 View Edit Add Actions Status Actions

SAP QM : Perbaiki Nilai Kolom Harga dan Jumlah Pembayaran

Requested by : ARNAZ WIDODO

Scheduled End Time : Nov 27, 2020 11:59 PM

Planning In Progress

Submission **Planning** Approval Implementation(0/1)

CAB Recommendation

Send For Recommendation

Pending

ANON SULISTYO, ST

E-mail : ANON.SULISTYO@sig.id

Pending

ASRI WAHJUSUKRINO, ST

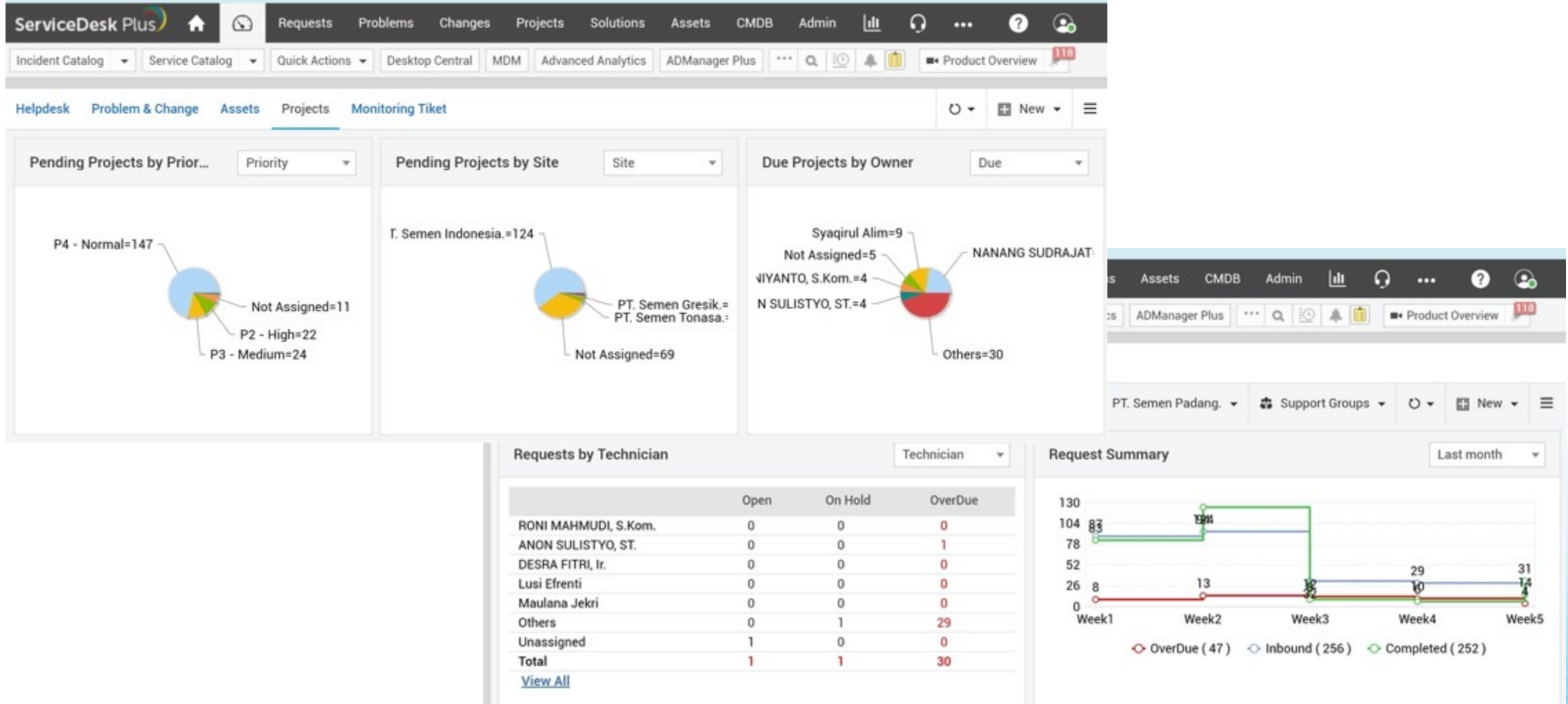
E-mail : ASRI.WAHJUSUKRINO@sig.id

ServiceDesk Plus Incident Catalog Service Catalog Quick Actions Desktop Central MDM Advanced Analytics ADManager Plus Product Overview

All Requests 25 1 - 25 of 171173 All Tasks 52799

Status	Created Date	Site	Priority	Group	Item	Subcategory
In Progress	Nov 17, 2020 10:0...	Solusi Bangun Ind...	P2 - High	ITSC EUS L...	Antivirus	01. Incident Security
In Progress	Nov 17, 2020 10:0...	Solusi Bangun Ind...	P2 - High	ITSC EUS L...	Antivirus	01. Incident Security
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	-	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...

Performance Dashboard



SLA Tracking

ServiceDesk Plus

Incident Catalog | Service Catalog | Quick Actions | Desktop Central | MDM | Advanced Analytics | ADManager Plus

← Edit Assign Actions Reply Timer < >

#209977 Preventive Database
 by Syaquirul Alim on Nov 17, 2020 10:00 AM | DueBy : Feb 17, 2021 10:00 AM

Details Resolution Tasks Work Logs **Time Analysis** History

Request SLA		Actual Time Spent	
Response Time	Resolution Time	Group	Technician
No SLA Available	2160 hours	10 minutes	10 minutes

Time Elapsed Analysis - Status, Group and Technicians

Status

Group

In Progress

Operating Principles



Business Agreements

- **Organization Level Agreements (OLA)**
Prosedur yang mengatur tentang hal-hal yang datang dari *client* (*approval, supporting documents, dsbnya*).
- **Service Level Agreements (SLA)**
Prosedur yang mengatur tentang layanan (*end-to-end, duration, execution*) kepada setiap *requests* yang dikirimkan oleh *client*.

Data Management Principles



**Enterprise
Google Drive
Platform**



**Enterprise
OneDrive
Platform**



**Enterprise Cloud
Platform**



**Cabinets; Archive
(Offline)**



**Identify, Confirm
and Protect
Regulated Data**



**Control Access to
Data and Networks**



Secure Devices



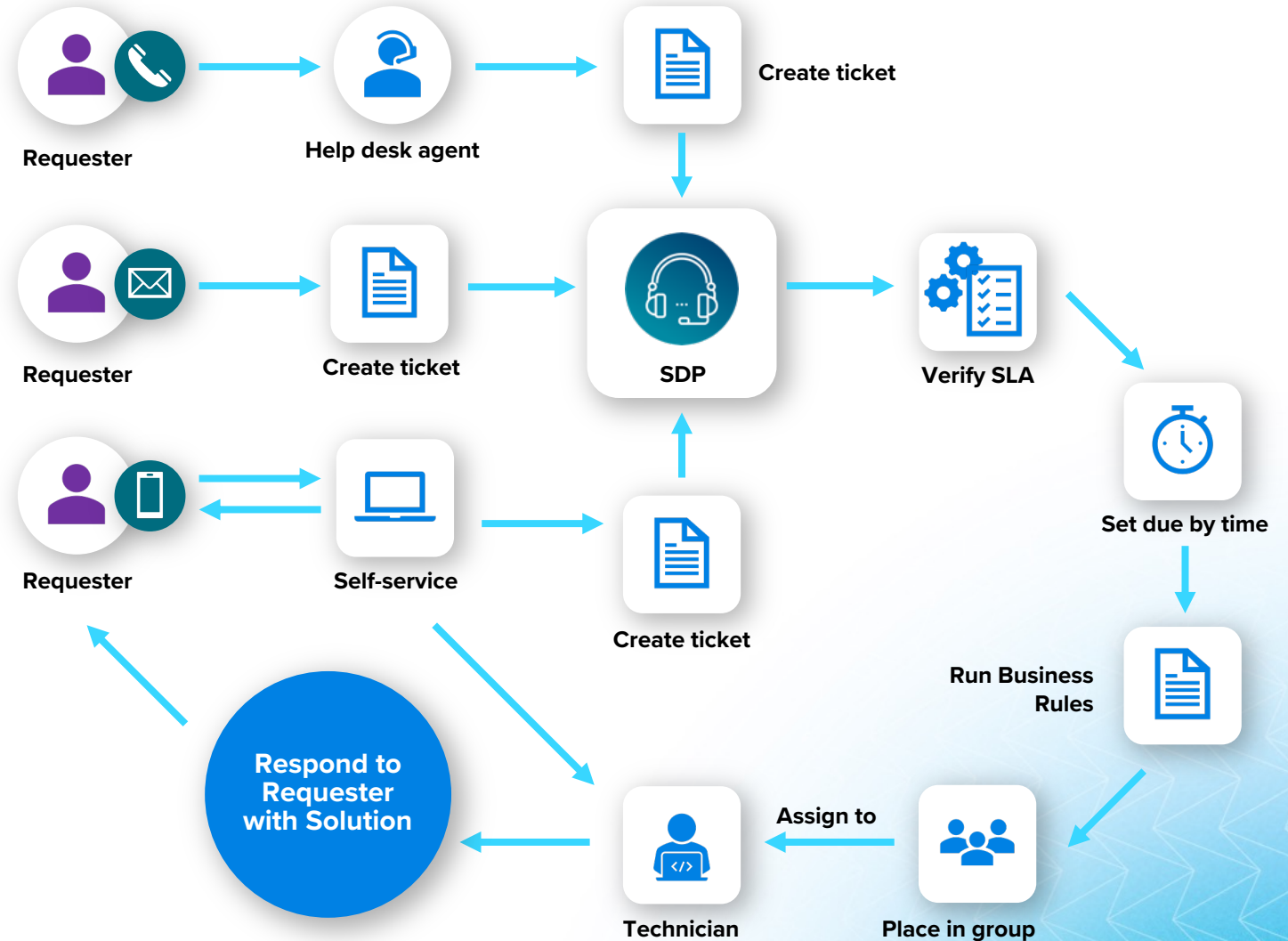
**Develop with Proof
of Compliance**



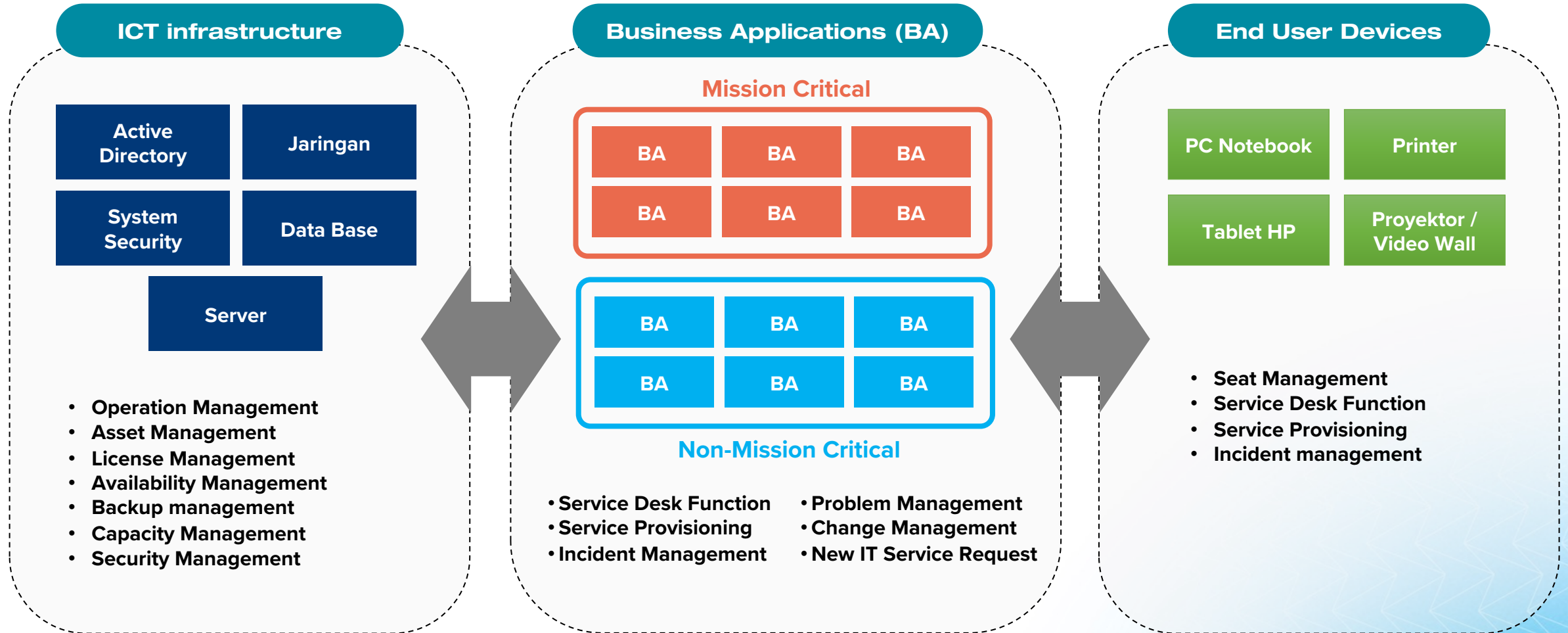
**Employee
Compliance
Training**

Service Desk Function

- Manage Inquiries
- Manual Routing for Service Request
- Calls Support
- Customer Satisfaction Survey



Service Portfolio



Our Satisfied Customer





For further information please contact

PT SINERGI INFORMATIKA SEMEN INDONESIA

Graha Aktiva, Lantai 11

Jl. H.R. Rasuna Said Kav 3, RT.6/RW.4,

Kuningan Timur, Setiabudi, Jakarta Selatan,

DKI Jakarta 12950 - Indonesia

Phone: +62 21 2941 0371

Email:

ptsisi@sisi.id (*General Inquiry*)

pr@sisi.id (*Media & External Invitation*)

marketing@sisi.id (*Business Inquiry*)

partner@sisi.id (*Partner Inquiry*)

www.sisi.id

Embrace Digital Transformation with Us!

#DXwithSISI

Terima Kasih



PT SINERGI INFORMATIKA SEMEN INDONESIA

Graha Aktiva, 11th Floor

Jl. H. R. Rasuna Said Kav 3, South Jakarta 12950 – Indonesia

P: +62 21 2941 0371

www.sisi.id