

**IMPROVEMENT OF SERVICE OPERATION CAPABILITY IN XYZ BANK
OF “CASH MANAGEMENT ” BY USING IT SERVICE MANAGEMENT**

By

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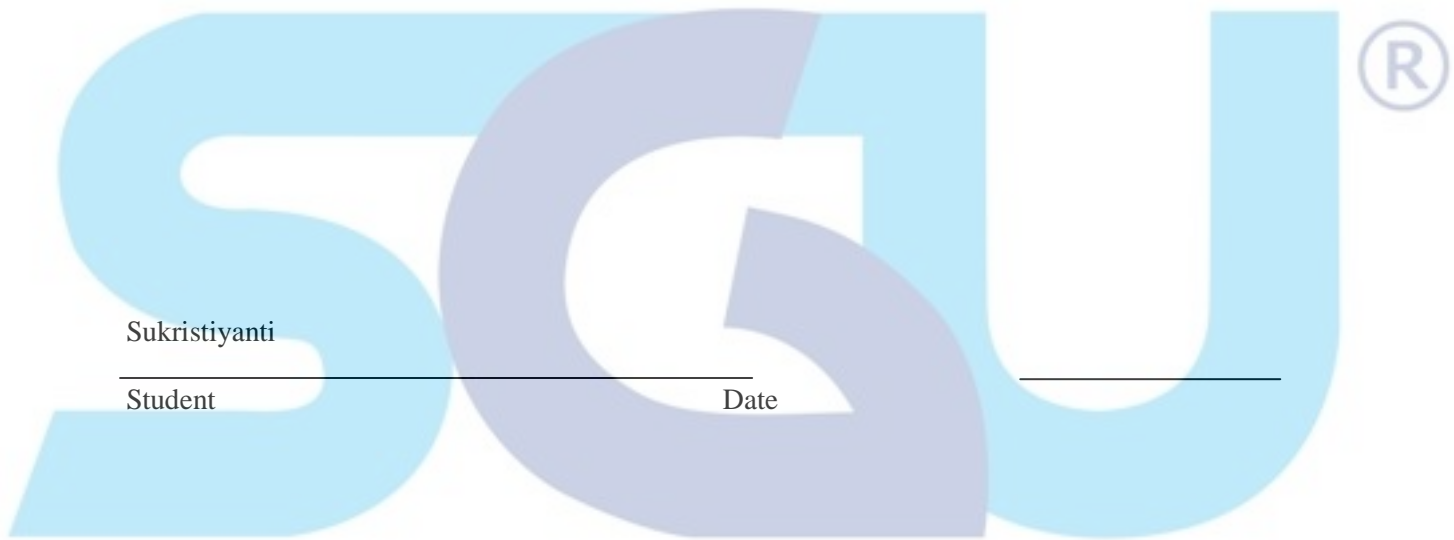
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STATEMENT OF THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



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ABSTRACT

IMPROVEMENT OF SERVICE OPERATION CAPABILITY IN BANK XYZ OF "CASH MANAGEMENT APPLICATION" BY USING IT SERVICE MANAGEMENT

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Study on the implementation of IT Service Management framework, IT Infrastructure Library (ITIL) to Cash management application has been conducted by applying phenomenological and qualitative approach methodology. The research studies whether or not the operation of corporate cash management services comply with the SLA, the standard of service operations or key performance indicator (KPI) were applied, and if performance of management service operations meet the KPI. The study results in that there was a surge of complaint from Gold customer in April 2017 originating from Bill collection/payment in the cash management application. Application performance in term of service login is 2.66 second, which is 45% higher than March 2017. The average response time of balance inquiries is 1.07 seconds decreasing compare to March 2017 of 1.02 seconds. Study on IT Service Desk Agent capabilities finds the absence of clear format for Cash Management application education program for the Service Agents. Cash Management Corporate service KPI has been implemented in IT Service Operation Unit and included in the SLA where abandoned call must be less than 8%. Special capabilities of ITSM to create value for customer in the form of services, process, methods, functions, roles, activities have been included in standard operating procedure (SOP) and operational guides. Both have contained SLA to measure operational success. Study also finds the absence of SLA in application management, but overall MCM process has been implemented according to SOP, Operational Guides and the ITSM Framework.

he cash management application has been implemented according to SOP, Operational Guide and the ITIL framework. Main problems in the service operations of the application are the number of Service Agent provided, human resource competency and slow coordination among Work Unit. Improvements are required by increasing the number of Service Agent, capabilities of the Service Agents by creating a continuous education program and administration support in logistics and shifting schedule of the Agent. Furthermore, further study is required to implement SLA in application management to enable the development of system recovery.

Keyword :ITSM, ITIL,ServiceOperatation,Cashmanagemnet





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DEDICATION

I dedicate this work to xyz bank, which has always been the leading & trusted Bank of our choice all.



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This thesis is far from perfect, therefore I accept criticism and suggestion, so this thesis can be useful and have positive value for all parties who need it.

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