



IT495: Selected Topics in Information Technology-1

IT Service Analysis, Design, and Operation

Spring 20232

Sheet 2

Information and Outcomes

Topics: Introduction to IT Service Management

Lecture: Part 2 of Lecture Notes

Learning Outcomes: By completing this sheet, you should be able to:

- Understand the basic concepts of a service and its related concepts.

Question 1

For each of the statements, indicate whether the statement is **True** or **False**. Please provide the correct answer for the False statements.

1. The first activity in Risk Management is to identify the risks.
2. If a service is no longer being offered, the service can still be listed in the service portfolio.
3. The main elements of the value creation of a service are: Business outcomes, preferences, and perceptions.
4. The fit for use is also known as the warranty of the service.
5. Service Portfolio consists of three parts: service ideas, service catalogue, and retired services.
6. If one of the warranty elements of the service is missing, the overall value of the service will NOT be impacted.
7. PBA stands for Process of Business Analysis
8. A business case is a decision support and planning tool that projects the likely consequences of a business action.
9. If a service is being implemented and ready to be sold to the customers if requested, the service should be listed in the service catalogue.
10. The utility of the service is more important than its warranty.

Question 2

In Service Portfolio, retired services are recorded in the so-called Retired Services part. Give one example to explain each of the following situations:

- A service that is retired because its value is greatly reduced or vanished.
- A service that is retired because its technology is no longer available.
- A service that is retired because it has become mainstream (commodity) and will no longer generate revenue.

Question 3

Can you think of an example of a service that is NOT retired; however, the provider does not offer the service to new customers.

Question 4

A two-view catalogue would typically list both business and technical services for both external and internal users; respectively. Give an example of such a catalogue in the university IT department. You need to only provide one example of a business service and another for a technical service.

Question 5

Suppose you are an IT Security Engineer at Cairo University. Currently the university uses a product called Fortigate as a firewall to protect the university IT infrastructure. Suppose you want to propose that the university switches from Fortigate to a new product called PaloAlto Firewall.

- a) List 5 different risks that comes to your mind when you think about the technology shift explained above.
- b) Give the overall idea how you will build your business case to convince the top management to switch from Fortigate to PaloAlto product. [Make as many assumptions as you see appropriate to explain your answer].