COMP601 IT Service Provision

Tutorial 1: Identification of concepts of IT Service Science

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| Available: Session 2  Marks: 2 % |

Read the following case study and answer the question that follows:

<https://aws.amazon.com/solutions/case-studies/airbnb/>

You also need to watch the video in the case study. Please note that you can play the video several times while answering the questions but you have 45 minutes to finish this activity.

* Identify the (business) service.
* Identify the service provider.
* Describe the IT service (s) for supporting the business service. Include as much details as possible.
* Identify the IT service provider. What is the type of the IT service provider? Explain
* Describe the role of Information Technology (IT).
* Identify the consumer, the customer and the sponsor for the service.
* Describe the role of IT Service Management (think about the ITIL lifecycle stages)