**Practical 1: Explore 4 Dimensions of Service Management**

**Organization and People**

In the context of NYP, the dimension of ‘Organization and People’ begins with the organization structure of the institution. This includes departments handling the school’s computer and network infrastructure, managing the facilities like the school library, and even the various schools (e.g. SIT and SEG) offering diplomas in their respective fields.

For example, staff in the given schools like SIT have their own set of roles and responsibilities. Module leaders oversee the curriculum of their module, needing to ensure it is up to date with current trends before passing it to lecturers who would use it to conduct lessons, be it hands-on or tutorial sessions.

Other than academics, NYP also has departments like ‘Student Care & Guidance’. As students go through their diploma, they’ll have a better understanding of the field but are undecided on pursuing a career after graduation or further studies. The content taught to students along with assistance from the school’s ‘Education and Career Guidance’ service ensures that an informed decision is made.

**Information and Technology**

An instance of the ‘Information and Technology’ dimension applied in NYP would be the platforms used for student administration and learning: the student portal and ‘PoliteMall’ respectively.

Student portal:

This is where information about a student can be found, a one-stop shop for any administrative matters. The student portal contains information of a student’s admin number, their attendance, their current curriculum, and where school fees or bursaries can be applied.

PoliteMall:

A platform where students engage with for their learning during their time studying. It contains the content of their curriculum, whether it’s a test, assignment, or a lecture that needs to be viewed.

The common trait of the mentioned technologies is that they are managed by different teams. An IT team ensures that the platform is running smoothly with students and lecturers alike able to access the platform. They also manage the database of incoming, current, and graduating students, working to keep it up to date and having students in the correct modules. Another team that is involved are the module leaders and lecturers, creating a section for the module and uploading content like lectures and files for practical sessions. Their responsibility is to maintain and keep that section up to date, making sure students don’t have early access to tests in advance or removing content with errors found.

**Partners and Suppliers**

This dimension consists of the relationships NYP has with other companies, which can be categorized into the following:

1. Partners
2. Suppliers

An instance of ‘Partners’ in the context of NYP is the relationship with other businesses who take up students to be a part of the industry as part of their internship program. Through the internship, exposure to the industry and workforce would improve students’ capabilities.

Suppliers provide what’s needed for the school to design, develop, and deploy their services. The first would be the hardware that’s used, from the HP desktops in labs, Cisco equipment for networking practical sessions, down to the IT infrastructure for students to connect to the school’s Wi-Fi and access modules anywhere in campus.

**Value Streams and Processes**

Value Streams and Processes is about how different departments are involved to deliver value through products and services. The first example would be in a scenario where a student wants to book a room in the library to work on a group project. In this, they’d have to access the Student Portal to check for a vacant room and a timeslot, which must be kept up running by the IT team and have its information up to date by the library. Next, they’ll include the admin numbers of their groupmates, which is checked by the database the school have on student information, determining if it’s valid before an email is sent to the involved students.

Another example of this dimension would be a new student registering with NYP. Firstly, the processed can now be done digitally, accessing a portal maintained by the IT team. Then they’ll enter their credentials which will be reviewed by representatives of the school the course is in, assuring that the entry is valid and would notify the student if more documents is needed. By the end of the process, the student would be assigned to a PEM group and officially be part of a class.

In conclusion, each dimension of the practice is important for managing NYP’s IT service management to deliver value.