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TECHNOLOGY MANAGEMENT

ASSIGNMENT I

Q) Explain the field of Technology Management and how the concepts of IT operations management, IT service management and IT asset management are related and do write their differences as well. You also need to determine the role of an IT Manager in the IT operations management and IT service management. All the material relevant to these concepts is available under the week 2 of your Moodle course page.

1)Technology Management:

Every tech firm wants to have smooth running operations of their workflow and tech operations. They want a manager basically which manages it. They are associated with revenue generation, negotiate with the vendors, manage the teams, drive towards success of the company. In this field the workflow is delivery of IT services to customers.

It is basically the controlling tech products, processes, or services.

2) IT Operations Management:

It is the management of operations, administration of the components in an organization. It deals with the performance and security management as well.

It ensures that all the services are working and stable for the use of business.

Their processes work around infrastructure management i.e. finding correct hardware and components for working, problem management i.e. preventing the negative impacts of changing to the IT environment, security management which includes measures to safely continue workflow without cyber-attacks and data security. Keeping the hardwares and softwares secure, ensuring security standards are met.

3) IT Service Management:

IT service management is basically a way of management, implementation and delivering the IT services in a smooth manner. It ensures that the people, processes, and the technology are well places to meet the business demands. Basically, it bridges the gap between the technology and employees of the business because they are not aware of technology so to make it easier for them and for working in place, ITSM is needed. It helps the employees to easily do tech works easily without having any deep insights about it. It is just like an interface of a software which a user uses without any knowledge about the programming, coding. For following the ITSM, we have an ITIL guide which guides us about it. For instance, some of the ITIL includes availability management, incident management, capacity management, evaluation, service portfolio management, information security management, problem management. ITIL is ITSM but ITSM is not equal to ITIL.

IT Asset Management:

It is a business management role, which ensures the correct hardware’s and software are in place, hardware’s and software are doing their work correctly. They also ensure that the hardware assets meet the demands of business and have a check on the inventory. When the business grows, demands for computers, hardware grows as well. More servers are needed. Big IT Companies own a lot of IT infrastructures like laptops, mouses, keyboards, pcs, printers etc. For the software side, they need set of business practices, they monitor licenses, user agreements, they monitor software statuses. They have list of inventories, analytical data, data of assets a company own.

ROLES OF IT MANAGERS:

The role of IT Managers include working hard for successful running of it services, applications and technologies. The ability to troubleshoot, diagnose the problems.

Its role is also to effectively delegate the tasks to the teams.

Directly works with the business.

Manages budgets, scheduling of products and listening to the demands of project stakeholders.

Many of them have the past of being a project manager, technology support, system analysts.

ROLES OF ITSM:

The roles of ITSM includes, working diligently to ensure that the It services are being delivered correctly, they ensure that the employees understand the tech and do their work efficiently. The work is according to customer needs. All services and communications are managed

Interaction with the team of their business, have control on the service team.

Maintain the infrastructure.

They are accountable across the service lifecycles.

They ensure for hardware servicing.

They ensure all the services are meeting business needs.

Roles IT OM:

They are responsible for all the service operation activities that are under IT operations.

Overseeing daily tasks in hand.

workload scheduling.

creating data backups.

restoring system after outages and maintaining them.

Another important responsibility of them is to ensure the physical hardware are working well.

the rooms and server rooms are in order.

Is the cooling system in work.

the backup is working in case of power outage for continuation of services without any external hassle.

IT Asset ROLES:

Their roles are

Having to monitor assets of companies, like computers, software’s.

They ensure whether they need to invest more on assets like buying more computers if there is demand. They work their best to allocate correct financial resources to the needs of company.

They know when to buy more and when to dispose the old ones.

**Relationship of all the defined / explained concepts:**

All have something in common. All work their best to help grow the company for good. They work to boost the revenues and financial gains by doing the work efficiently. They all have a purpose of helping to grow the company. IT TM ensures the utilization of technology and processes , the IT OM has the responsibility for running all the operations , ITSM verifies for smooth running of the services of IT, All services and communications are managed. They ensure all the services are meeting business needs. ensures that the people, processes, and the technology are well places to meet the business demands. ITOPS does that the hardwares and softwares are correct for operations, then service manager checks for any issues and diagnose then problem solve. The IT Asset Manager works on allocation of resources and how much of them is needed. In short all are under common grounds, one needs infrastructure so it makes demand IT TM, other IT OM generally checks which infrastructure to use, IT SM works on finding technical errors and for fully functioning of resources, IT Asset Management provides all finance to these hardwares and softwares.