<u>**COMP5138 Individual Assignment – ITIL (Year 2011 Fall)**</u>

Due Date: 28th October 2011

Percentage of this assignment contributing to overall course grade: 10%

Format: The submission should be made in <u>hardcopies</u>; no need to incorporate binders etc (just staple the paper sheets together)

Number of Words: Generally should be around 1500 words. Up-to-the-point (not too long) answers are expected for response to each question item. Your answer may exceed 1,500 words, if necessary, but be reminded not to include irrelevant details. .

Part A (The quality improvement customers didn't want) – 30% of this assignment

Please read the assigned case "The quality improvement customers didn't want" and answer the following questions:

1.1   List out the benefits of installing the new reception system as described by the system consultant and some staff in Quality Care.

1.2   List out the concerns with the project made by Quality Care's CEO and other staff. .

1.3   In your view, should Quality Care proceed with the purchase and installation of such system? Support your arguments with justifications. (Please note that there is no right or wrong answer for this question. The most important is that you support your view with logical arguments).

Part B (Outsourcing at Office Supply Inc.(OSI)) – 50% of this arrangement

2.1   From the perspective of OSI, discuss the existing challenges and the benefits of infrastructure outsourcing with respect to the perspectives below (you are required to discuss the issues under each perspective listed below separately):
          (a) Financial Management
               (Specifically, what are the outsourcing cost savings for OSI and where do such cost savings come from?)
          (b) Performance Management
          (c) Configuration Management
          (d) Incident Management

2.2   What other issues should be considered by OSI beyond the cost benefit analysis presented in the case?

Part C (infrastructure support organization) – 20% of this assignment

3.   Assume you are appointed by the Chief Information Officer of a large organization to lead the infrastructure support unit in Hong Kong (Well, your title may be 'Chief Technology Officer'). This unit supports Hong Kong operation and the services include help desk support, office automation (e.g. E-mail) support, network/storage/server/database support and operation support. Please draw the organization chart of your unit (e.g. how many teams in your unit) and describe briefly the roles/responsibilities of each team. Besides the formal structure, please also add any relevant roles in accordance with ITIL.