

## **IT INFRASTRUCTURE MANAGEMENT**

### **Week 14 ASSIGNMENT**

#### **1.Explain in detail about IT Infrastructure pre-planning stage.**

The Infrastructure Pre-Planning Stage is about getting ready for the actual planning process. It is a critical but often overlooked stage in infrastructure planning. The key tangible outputs of this stage are:

- A term of reference for the Infrastructure Planning Team
- A list of individuals and groups that have knowledge of infrastructure in the organization
- A detailed work plan for the infrastructure planning process
- A list of individuals and groups who have a stake in the organization's infrastructure

Making your way through the steps in this stage will set you up for a successful planning process, and will help you avoid these common pitfalls in infrastructure planning:

- Viewing infrastructure planning as only one person's job
- Confusion or uncertainty over what each team member's role is
- Difficulty getting future buy-in from Council for a plan or project
- Not having the skills or expertise required for infrastructure planning• Trouble moving forward in the planning process

Steps to Complete Pre-Planning Stage:

1. Assess Organization Readiness
2. Build an Infrastructure Planning Team
3. Conduct a StakeHolder Analysis
4. Develop a Work Plan, Budget and Sch-edule

#### **Assess Organization Readiness**

Use the Organization Readiness Checklist to assess the organization's readiness for infrastructure planning. This tool points to aspects of the organization and the Infrastructure Planning Team that should be considered before planning gets underway. It's okay if you are unable to check 'YES' to every question in the Organization Readiness Checklist—it doesn't mean the infrastructure planning process has to stop altogether. What it means is that you may have to go through some additional readiness steps before you proceed. The Organization Readiness Checklist provides direction on specific steps you can take to get ready.

#### **Build an Infrastructure Planning Team**

Identify individuals who are knowledgeable about the organization's infrastructure  
Identify all individuals who have knowledge of the organization's infrastructure using the Individuals with Infrastructure Knowledge Table. These individuals may currently work for the organization or be past employees of organization. They may be organization members who have significant knowledge of the organization's infrastructure. They may also be consultants or other trusted advisors who work closely with the organization. Completing this step will highlight knowledge gaps that will need to be filled during the planning process.

#### **Create an Infrastructure Planning Team**

Using the information gathered in the previous step, identify the key people you think should be part of the Infrastructure Planning Team. Typically, this team will include the managers of public works, housing, finance, lands, economic development, and planning. It is critical that someone is assigned the role of Project Leader to champion the process and build the Infrastructure Planning Team.

When selecting individuals for the Infrastructure Planning Team, try to choose individuals who are:

- Knowledgeable of a broad range of infrastructure issues
- Enthusiastic about being part of the planning process
- Good communicators

- Available to contribute to the process

### **Develop terms of reference for the Infrastructure Planning Team**

Once the Infrastructure Planning Team has been assembled, the next step is to develop terms of reference. This is so everyone has a clear understanding of what the team's purpose is and what everyone's roles and responsibilities are.

### **Conduct a Stakeholder Analysis**

In the previous steps, you have identified individuals who are knowledgeable about infrastructure. In this step, you will identify individuals and groups who have a "stake" in the organization's infrastructure; that is, individuals and groups that will likely be most affected by infrastructure decisions and should therefore be involved in the infrastructure planning process. You need to know who these individuals and groups are so that you can develop a work plan that includes adequate communication and engagement with them. It may seem too early in the process to be conducting a stakeholder analysis, but this is an important step to take at this time because stakeholder engagement has implications for the project's overall budget and schedule. Thinking early on about stakeholder engagement can help prevent delays and cost over-runs in the planning process. It can also help ensure the organization supports the outcomes of the planning process

### **Develop a Work Plan, Budget and Schedule**

Develop a work plan, budget, and schedule for the infrastructure planning process

The Infrastructure Planning Team's first task is to develop the work plan for the planning process.

Use the Infrastructure Work Plan to think through all the activities you will undertake in the planning process, how long they will take, what budget is required, and who is responsible for leading them.

## **2.List out the operations of E-commerce.**

- Supply chain planning
- Warehouse management
- Receiving and managing inventory
- Picking and packing customer orders
- Shipping logistics
- Customer service

## **3.What is B2C and explain in brief.**

B2C business-to-consumer ecommerce, also called retail ecommerce, is a business model that involves sales between online businesses and consumers. B2C ecommerce is one of four major ecommerce business models, the other three being B2B (business-to-business), C2B (consumer-to-business), and C2C (consumer-to-consumer).

A popular example of a B2C ecommerce platform is Amazon. Ecommerce sales happen almost entirely over the internet, apart from the shipping and delivery processes, so they give sellers and buyers the comfort and freedom to make transactions at any time and from any place. This increased ease of both buying and selling online, as compared to traditional sales, has made B2C ecommerce one of the fastest growing sectors in the global economy and it's estimated to make around 6.3 trillion USD in global sales by 2024.

In this guide we will be walking you through the basics of B2C ecommerce, including its types, benefits, and how its warehouses and order fulfillment work.

## **4.Explain in brief about business model of E-commerce.**

**Business-to-Consumer (B2C)**

In a Business-to-Consumer E-commerce environment, companies sell their online goods to consumers who are the end users of their products or services. Usually, B2C E-commerce web shops have an open access for any visitor, meaning that there is no need for a person to login in order to make any product related inquiry.

**Business-to-Business (B2B)**

In a Business-to-Business E-commerce environment, companies sell their online goods to other companies without being engaged in sales to consumers. In most B2B E-commerce environments entering the web shop will require a log in. B2B web shop usually contains customer-specific pricing, customer-specific assortments and customer-specific discounts. It includes the IOS transactions and electronic market transactions between organizations. IOS Transactions means Inter Organizational Information Systems refers to flow of standard transactions information between business partners, such as placing orders, building or paying.

**Consumer-to-Business (C2B)**

In a Consumer-to-Business E-commerce environment, consumers usually post their products or services online on which companies can post their bids. A consumer reviews the bids and selects the company that meets his price expectations.

**Consumer-to-Consumer (C2C)**

In a Consumer-to-Consumer E-commerce environment consumers sell their online goods to other consumers. A well-known example is eBay