STUDENT NAME: FATIMA GAFUR

STUDENT ID : 100984921

SUBJECT : IT SERVICE MANAGEMENT

SUBJECT CODE: MGMT-1222

Scenario 1:

> A large real estate trust and insurance company has traditionally provided for all of its IT services in-house, using its own staff, technology, and facilities. The company is well respected in the community and in the industry, as having a reputation for providing high-quality services to their customers. However, the cost of maintaining their own data center for storing the massive amounts of data required is becoming very significant, to the extent that an initiative has been proposed by IT to executive management. IT proposes outsourcing most of the data center computing and storage services to a large, third-party IT, and cloud-based service provider.

Deliverables:

1. Describe (estimate if necessary) how migrating data centres to cloud services will affect the following service management dimensions, specifically:

> **Organization & People.**
> **Ans:** Moving to the cloud means that changes will affect employees, especially those in the IT department. It may mean that some IT personnel need retraining to manage cloud environments from traditional data centers and may also mean the phasing out of certain job roles since automation through cloud services will take over some

tasks. This transition period may be quite unsettling; therefore, management should show concern for the employees through training and effective communication in order to minimize resistance to change.

➢ **Information & Technology.**
   Ans: Transition to the cloud would make operations very flexible and expandable, whereas security might even be improved. However, while migrating to it, several hurdles are expected: for example, the company is likely to suffer in trying to connect the ongoing systems into a new setup there n the cloud. Some old systems may have to be replaced or modified and the company probably will need many new tools managing everything over it.

➢ **Partners and Suppliers dimensions.**
   Ans: From this point forward, it would rely on a third-party cloud provider for computing power and storage. This shifts the relationship with suppliers, as, while a company no longer operates data centers, it must ensure that the cloud provider is meeting agreed-upon service levels. In this case, the role of vendor management becomes very important in tracking performance, uptime, and support.

2. **Name and describe at least two external factors (from PESTLE) that either drove the company to**

make this decision or need to be considered in carrying out the migration to the cloud.

➢ <u>**Technological Factors:**</u>
<u>ANS:</u> It is expected because cloud technology has been developing fast, where better ways of storing and managing data will be faster and more efficient. Probably, the reason for this movement to the cloud is that it is competitive; it will be using modern flexible solutions to help reduce costs and increase efficiency.

➢ <u>**Economic:**</u>
<u>Ans :</u> Keeping a physical data center is expensive. The cloud lets the company save money and only pay for what they use, which is much more efficient. Some of the probable reasons for going toward the cloud may have included higher maintenance costs related to keeping a conventional data center going: hardware, power, security, and regular maintenance. The result is a cut in capital expenditure with an option for operation in a far more predictable method of spending.

3. **Briefly explain the top three risks associated with this migration and how to mitigate each from your perspective.**

➢ **Top 3 Risks and Mitigation:**

1.)   Data Security and Privacy Risks:

ANS : Cloud migration has associated risks of security breaches of sensitive data. To avoid this, the company should go for a reputed cloud provider with good security protocols, encryption, and regulatory compliances such as GDPR. Regular security audits and monitoring should be performed.

2.)   Downtime and Service Interruptions:

Ans: There could be outages in cloud services that might disrupt business operations. The company should ensure strong SLAs with uptime guarantees and have a disaster recovery plan ready to minimize downtime.

3.)   Integration Challenges:

ANS: Legacy systems might also not work efficiently with the cloud infrastructure, thus causing disruption. A phased approach to migration and ample testing, coupled with effective planning, would ensure integration without major issues or glitches during transition.

Scenario 2:

➤ **A large corporation decides to implement a new time-tracking system for its employees to improve attendance monitoring and payroll accuracy. The decision to implement the new system is made by upper management without consulting employees. Employees find it difficult to use, leading to frustration and errors in time tracking. After implementation, there is no effort to gather feedback or make improvements. Issues reported by employees are ignored, and the system remains cumbersome and inefficient.**

➤ **In your own words, describe two (2) factors in each of the ITIL Guiding Principles that could be used to help ensure the success of this initiative:**

➤ <u>**Focus on value**</u> **.**
ANS: The company should focus on making the system valuable to employees in order for the new time-tracking system to be successful. That means designing the system in a user-friendly way and actually helping employees track their time accurately with minimum effort. The company will understand employee needs better and involve them in the design process so that the system adds value to their day-to-day tasks, thus being easier and more effective to use.

➤ **Progress Iteratively with Feedback.**
Ans: It would have been better for the company to implement the system in small steps rather than introduce it all at once and keep it static. After each phase, the employees should have been asked for their feedback on pain points and areas for improvement so that the system can always be improved and enhanced for usability and efficiency. Based on the responses from the employees, the company could optimize the system to meet their needs more effectively and decrease frustration.