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**Course: CSCS450 A**

**Assignment 1:**

**Technology Management:**

Technology management is a set of management disciplines that allows organizations to manage their technological fundamentals. Technology management gets people and technologies working together to do what people are expecting, which is a collection of systematic methods for managing the process of applying knowledge to extend human activities and produce defined products. The fundamental objective of this initiative is to guarantee that businesses can sustain a competitive edge by successfully integrating and developing new technology. In conclusion, it can alternatively be said as ‘Technology for human advantage.’

**IT Operations Management:**

IT Operations Management (ITOM) refers to the management of all technology components and application requirements within an organization. ITOM includes IT infrastructure provisioning, capacity management, cost management activities, performance and security management, and availability management of all IT infrastructure and assets.

IT operations management organizes a company's hardware, software, and human resources to support service or manufacturing. This requires professional staff to acquire, configure, and maintain desktop, mobile, web server, cloud, and other resources.

**IT Services Management:**

Information technology service management is the activity performed by an organization to design, build, provide, operate and control the information technology services provided to its customers. ITSM includes all the discrete activities and processes that support a service throughout its lifecycle, from service management to change management, problem and incident management, asset management, and knowledge management.

**IT Asset Management:**

Assets have a finite useful life and organizations can maximize their value through ITAM and proactive management. Lifecycle phases typically include planning, procurement, deployment, maintenance, retirement, and disposal.

IT assets can typically be characterized as either hardware—the physical computing equipment that the organization owns—and software, or program assets that the organization either owns or licenses.

IT Asset Management (ITAM) is the process of ensuring that an organization's assets are recorded, deployed, maintained, updated, and destroyed when necessary. Simply put, it's about ensuring that valuable tangible and intangible assets are tracked and used within an organization.

**Relations And Differences (ITOM, ITSM, ITAM):**

To enable ITSM and ITOM, IT teams need access to complete and accurate IT asset data. ITAM is therefore an important first stage or path to the other two areas, as it requires a detailed IT asset inventory of all hardware, software, and other network assets that make up the IT inventory. Without this data, effective ITSM and ITOM cannot be achieved. If you don't have information about where your assets are, who's using them, whether they need upgrades, or other important insights into the current health and condition of your assets, it is impossible that you are able fulfill service requests and ensure continuous and reliable service operations.

ITSM focuses on how IT teams deliver services, while ITOM focuses on event management, performance monitoring, and the processes IT teams use to manage themselves and their internal activities. ITSM is more extroverted and visible to people outside of IT. ITSM focuses on service delivery and therefore only on the operational phase of the asset life cycle. While its configuration is to support services, ITAM encompasses the entire asset lifecycle. ITAM focuses on managing the financial, contractual and operational risks and impacts of assets.

**IT Operations Manager:**

IT operations managers are responsible for the day-to-day maintenance of a company's IT infrastructure. They Manage and coordinate IT operations for the organization to ensure timely and effective delivery of IT services. They establish policies and procedures to achieve operational objectives. They also oversee a team of software engineers, programmers, and technicians to ensure effective task completion. As part of the job function, the IT Operations Manager oversees the selection and training of qualified IT personnel to ensure an efficient entity. They direct technical operations by studying organizational practices and goals. They also ensure compliance with all internal organizational standards as a step towards sustainable service quality. The IT Operations Manager is responsible for executing organizational scripts and batch jobs. Also manages and configures the organization's networks and telecommunications systems. IT operations managers monitor the opening and closing of firewall ports as part of their job of regulating network communications with external servers. They also overlook setup, configuration and maintenance of infrastructure and application servers. IT operations administrator creates and approves user profiles in organizational systems. They also conduct regular inspections of our IT systems to ensure their efficient performance.

**IT Service Manager:**

IT Service Managers are responsible for defining Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) for all relevant business functions. An IT Service Manager provides infrastructure support for new releases and deployments, communicates with business teams to understand and communicate service level agreements to team members. They mentor and direct team members for timely completion of assigned projects. Conduct regular team meetings to discuss project issues and status. They also monitor infrastructure upgrades, changes and deployments. They conduct a risk assessment and develop a mitigation plan, conduct root cause analysis of infrastructure problems and develop resolution plans. They Conduct incident analysis and suggest actions. An IT Service Manager also works with a team to develop problem management and service improvement plans. Maintain documentation of all deployment, maintenance, upgrade and problem resolution activities. They act as the primary contact for all customer inquiries and issues. They Assist in the hiring, training, performance evaluation, promotion, retention and termination of employees. Communicate department goals and procedures to team members. Ensure teams follow best practices and adhere to service level agreements.