

## Essay 3 – IT Operations and Projects

Previous:

- Please be aware that any concept of our ontology might be relevant for this essay, in special the concepts tagged with the same theme of this essay;
- To address the following items, ask suggestions to at least two generative AI chats (for example, Gemini, ChatGPT, Mistral, but you can use any...), take note of those interactions with these systems, and at the end do not forget to explain your conclusions of that experience for your research and learning.

### 1 – Conceptual Map (30%)

Research and learn in detail about these concepts:

- [300] IT Service Management
- [321] Business Continuity
- [343] Project Management

Propose a concept map providing a comprehensive view of these concepts. The map must use precisely 10 concepts (no less, no more). When writing a concept listed in our “ontology”, that term must always be written preceded by its code (for example, for “Stakeholder” always write “[104] Stakeholder”).

Deliver:

- Make a 1-page PDF file according to these guidelines:
  - o Use your student's number as the file name (nothing else but ONLY the number)
  - o Put your student's number and name at the top of the file
  - o Follow with the Cmap (be sure the image layout and resolution make it easy to read)
  - o Complete with a textual description of the Cmap (MAX 800 CHARS)
- Upload the file in Fenix as a project report were announced for this delivery
- Fill in the Google Form announced for this delivery

### 2 – Concepts Analysis (20%)

Propose a sharp understanding of the relation among the concepts of [384] FinOps and [389] XOps, and considering what you did for the conceptual map (MAX 800 CHARS).

Deliver: Fill in the Google Form announced for this delivery

### 3 – Case Analysis (30%)

Select one case from our collection for this purpose and provide an analysis of it in relation to the concepts of the ontology related with the theme of this essay (MAX 800 CHARS).

Deliver: Fill in the Google Form announced for this delivery

### 4 – Issue for discussion (20%)

Research and learn about the controversy that **IT projects should not exist...** For example, see this position:

- <https://www.pmi.org/learning/library/information-technology-projects-business-transformation-6149>

Deliver: Fill in the Google Form announced for this delivery

- 4.1 – Propose an issue for discussion in relation to that controversy and the theme of this essay (MAX 100 CHARS)
- 4.2 – Explain why you consider that issue relevant (MAX 800 CHARS)

### X – Experience with the generative AI chats...

Please report your experience with the two chats you have used (no limit of text, but... try to be clear and concise, please...).