

INFO5990: Week 4 Tutorial

In-Class Tutorial Activities

Case Study 1: IT Lifecycle in a Retail Company

Scenario:

A large retail company is implementing a new inventory management system to streamline operations. The company follows the Continuous IT Lifecycle to ensure smooth development, deployment, and monitoring.

Questions:

Planning Phase:

What key business goals should the company define before starting the project?

Requirements & Design Phase:

What factors should be considered when designing the system?

Deployment Phase:

How should the company integrate the system with existing software and ensure smooth operations?

Validating Scope:

How can the project manager ensure stakeholders formally accept the app's deliverables?

Monitoring & Improvement:

What metrics should be used to evaluate the system's performance? How can they ensure continuous improvements?

Case Study 2: Enterprise Architecture in a Financial Institution

Scenario:

A bank is planning to modernize its IT infrastructure by adopting cloud-based solutions for better scalability and security. The IT team needs to align the transition with Enterprise Architecture principles to ensure business and IT alignment.

Questions:

1. How can Enterprise Architecture help the bank in aligning business strategy with IT capabilities?
2. What role does **IT operating model** play in ensuring a smooth transition?
3. What **challenges** might the bank face in this transition, and how can they be addressed?

Case Study 3: ITSM Framework for a Tech Support Company

Scenario:

A tech support company provides 24/7 IT assistance to corporate clients. They need an IT Service Management (ITSM) framework to handle incident management, service requests, and problem resolution efficiently.

Questions:

1. How can ITSM frameworks like ITIL improve the company's customer service?
2. What are the key components of an Incident Management Process that should be implemented?
3. How can monitoring and reporting tools be used to enhance IT service delivery?

Case Study 4: Agile Approach in a Software Development Team

Scenario:

A software development team is building a **mobile banking app**. They follow the **Agile methodology**, using **Scrum** to deliver frequent updates.

Questions:

1. How does **Agile development** help the team in delivering faster updates and adapting to changes?
2. What are the advantages of using **Scrum** in this project?
3. How can the team ensure continuous feedback from users to improve the app?

Case Study 5: DevOps in an E-commerce Platform

Scenario:

An e-commerce company wants to implement DevOps practices to automate software deployment and reduce downtime. They plan to use CI/CD pipelines to speed up the release cycle.

Questions:

1. How does DevOps help in improving software deployment efficiency?
2. What is the role of Continuous Integration and Continuous Deployment (CI/CD) in this case?
3. What are the best practices for implementing automation in DevOps?

Spend rest of the time on your Group Project activities