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| Module Code | DWD 501 | Module Title | DWD 501 System Management |
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**Assignment: Understanding IT Frameworks**

*Write a paragraph for each of the following Frameworks describing your understanding of them and how you would implement them: ITSM, ITIL, COBIT, and DEVOPS.*

* Demonstrate understanding of IT frameworks such as ITSM, ITIL, COBIT, and DEVOPS
* Explain how these frameworks can be implemented in a practical IT environment

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| **Frameworks** | **Explanation** |
| ITSM  (Information Technology service management) | Information Technology service management, or ITSM for short, is the method IT teams use to manage the end-to-end creation, delivery, and support for IT services processes.  An example of a ITSM situation could involve you requesting access to a new software. You would submit a ticket online, with all the relevant information, like your name, and what the software is and why you need it. Then, the ticket would be managed by the IT team where they in turn can choose to send you the software. |
| ITIL  (Information Technology Infrastructure Library) | Information Technology infrastructure Library, or ITIL for short, is a set of IT practices, designed to assist in aligning businesses’ IT services with their business or customer needs by managing the services throughout its entire service lifecycle.  An example of a use for ITIL is Incident management. If any kind of incident occurs, for example a power outage, or a faulty patch is released to the public, it’s the ITIL process that oversees restoring normal service operations as soon as possible. |
| COBIT  (Control Objectives for Information and Related Technologies) | The Control Objectives for Information and Related Technology framework (or COBIT for short) aims to help businesses control IT and find the right direction to proceed in by providing guidance and practices for how to manage information relating to IT. It is designed to align business goals with It goals.  An example of COBIT being used could be: A business is losing its partners in favour of their rivals, due to frequent delays, and slow processes. COBIT can help with this by establishing clear goals on new ways to up the efficiency of their service. |
| DEVOPS  (Development operations) | Development operations, or DevOps, is a set of practices, tools and a philosophy, that intends to automate and integrate the process between software development and it teams.  An example of a DevOps team in practice would be: On a project, both developers and IT operations would be working together on said product, with the aim to increase the speed and quality of the result. |