

SERVICE FUNCTIONS

TECHNICAL, APPLICATION MANAGEMENT
IT OPERATIONS

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► Function is

WHAT IS FUNCTION

FUNCTION DEFINITION

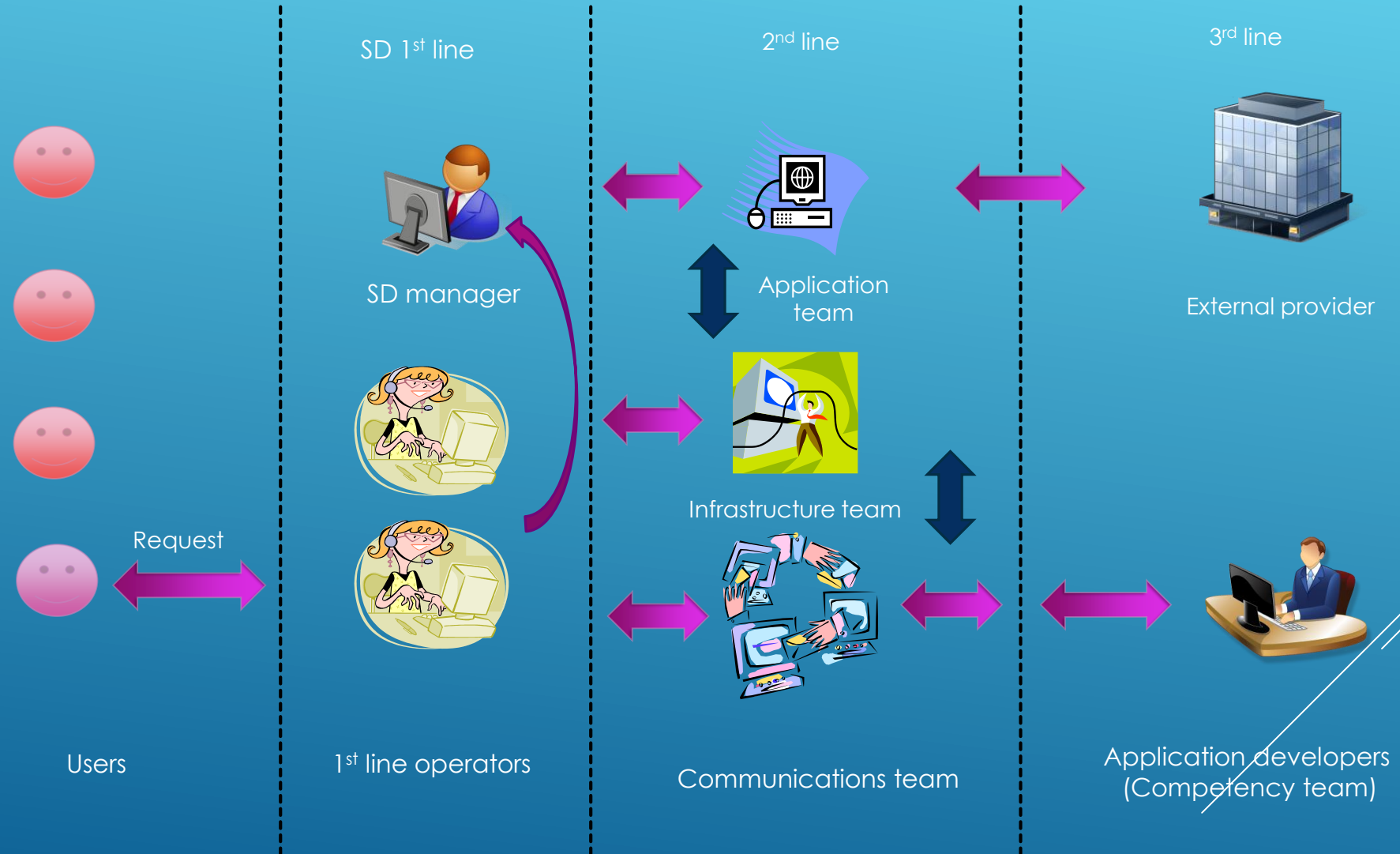
- ▶ **Incident Management** aims to manage the lifecycle of all Incidents (unplanned interruptions or reductions in quality of IT services).
- ▶ The primary objective of this ITIL process is to return the IT service to users as quickly as possible



Take a pause! Give 2-3 examples of functions at your IT organization.



ESCALATION EXAMPLE

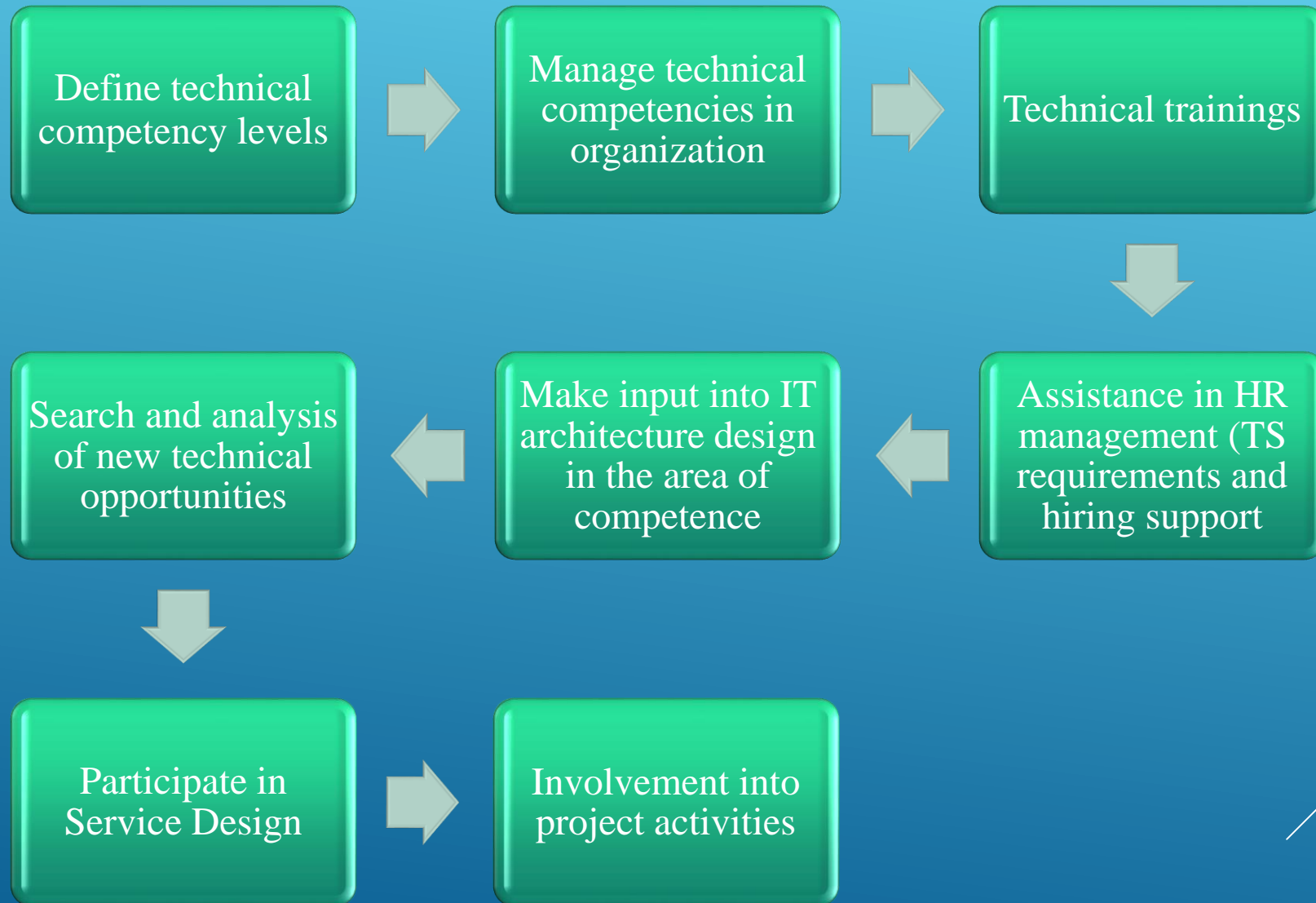


FUNCTION IMPORTANCE

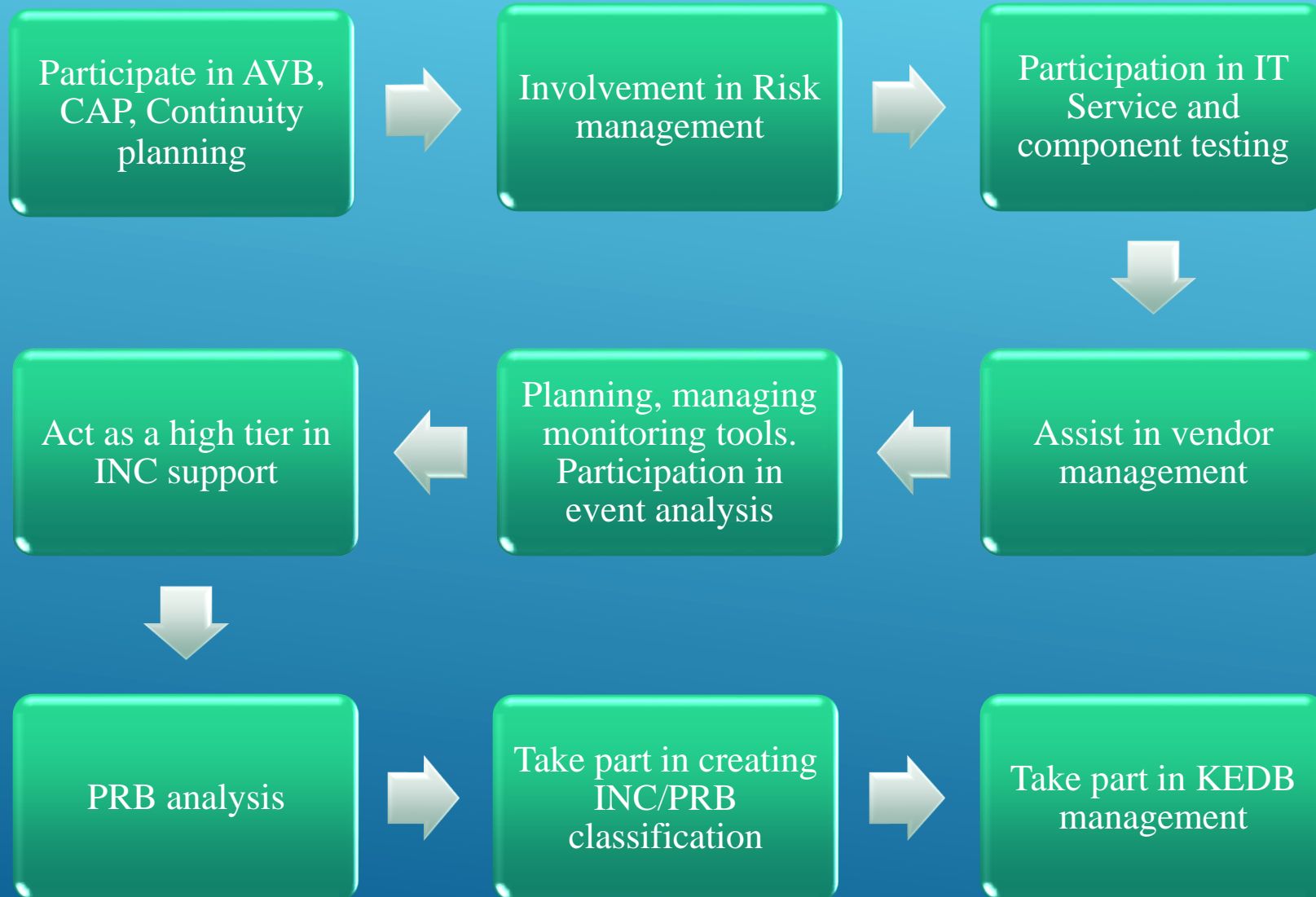
Technical management objective

- Is the “storage” of technical skills, experience and competencies for core IT infrastructure
- Ensures resources for the services lifecycle: Design – Transition – Improvement – and 3rd or more tier for INC and PRB management.

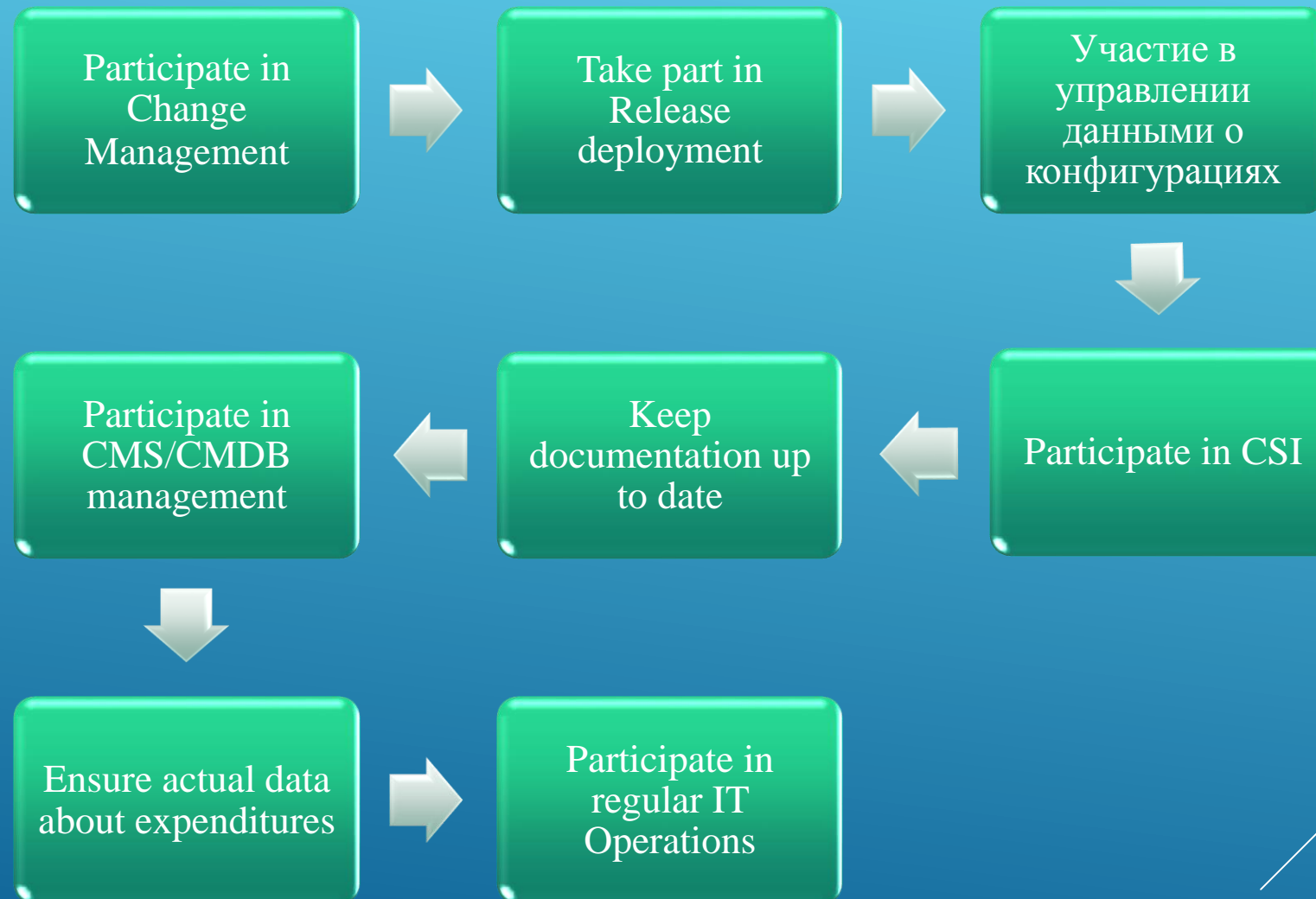
ACTIVITIES IN TECHNICAL MANAGEMENT



ACTIVITIES IN TECHNICAL MANAGEMENT, 2-CNTD



ACTIVITIES IN TECHNICAL MANAGEMENT, 3-CNTD



APPLICATION MANAGEMENT

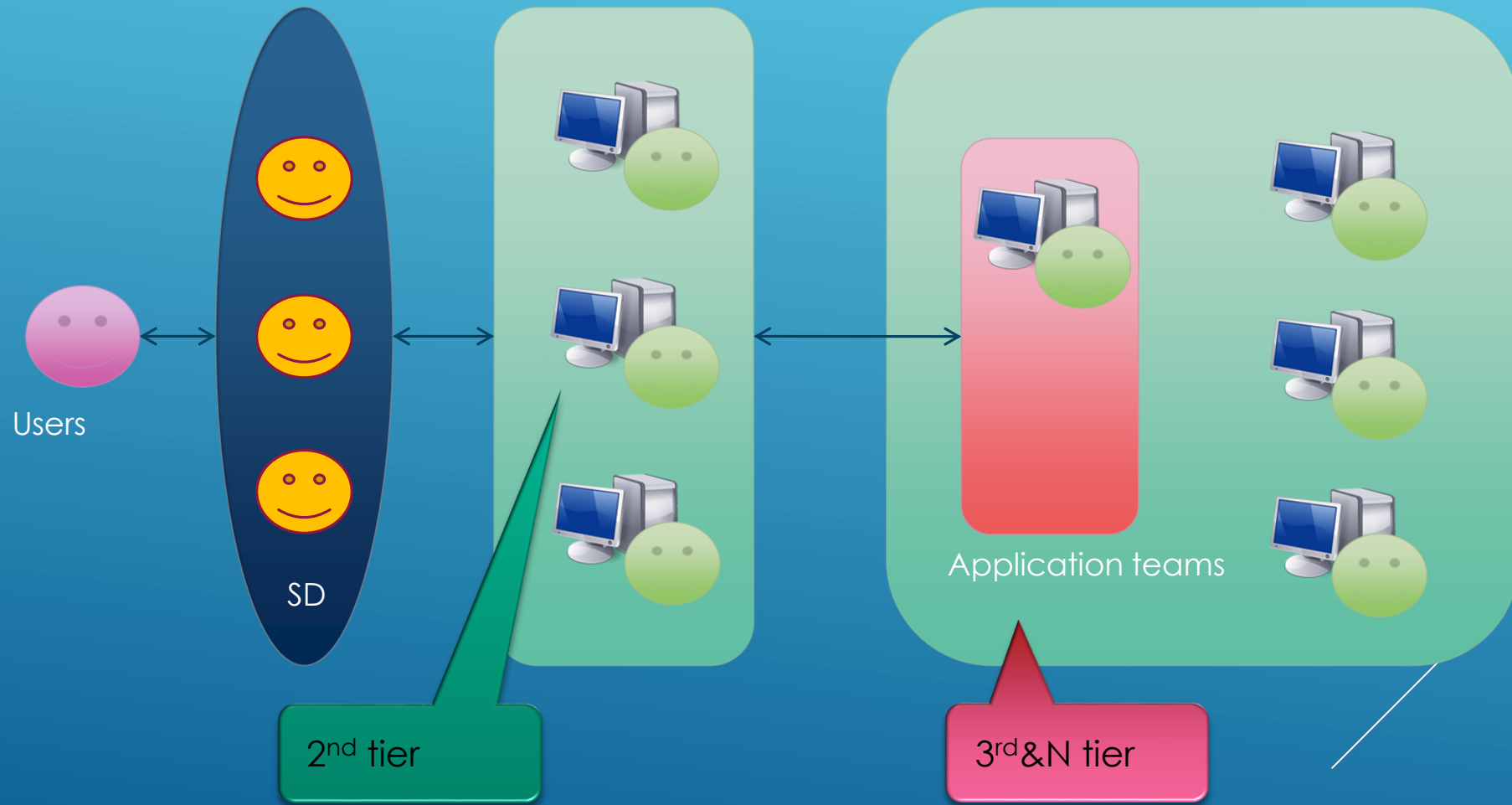


APPLICATION MANAGEMENT OBJECTIVES

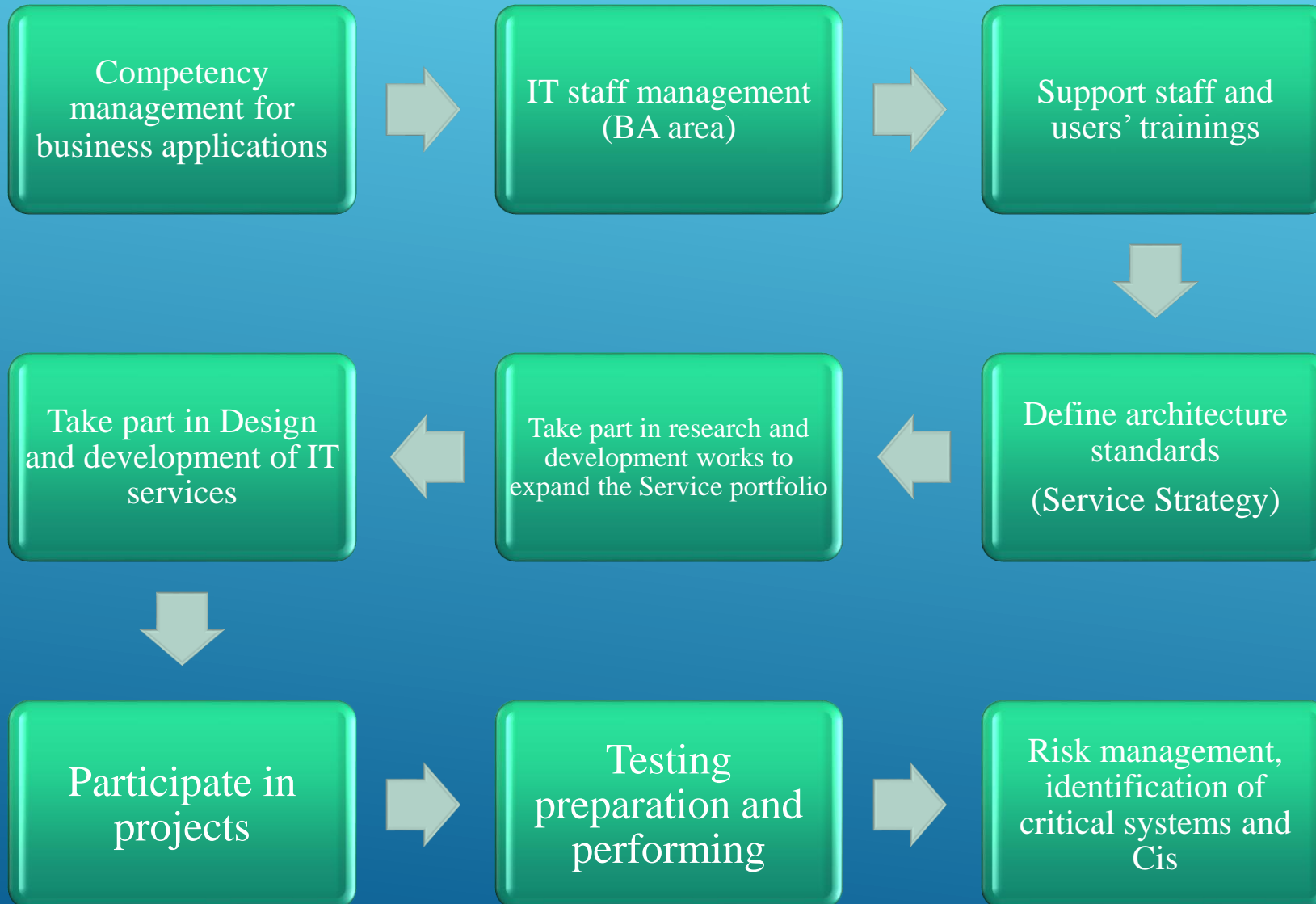
Support of company business processes by

- Participate in and help to define requirements to business applications
- Participate and help in application design, development, transition and continuous improvement of business applications

APPLICATION SUPPORT SCHEMA EXAMPLE



ACTIVITIES IN APPLICATION MANAGEMENT



ACTIVITIES IN APPLICATION MANAGEMENT, CTD-2



IT OPERATION MANAGEMENT



GENERAL DESCRIPTION

It operation management function

- Is a function of IT delivery organization, which is dealt with daily and other regular activities, which are necessary for IT service management and IT infrastructure support.

It includes:

- IT Operation control
- Facilities Management

IT OPERATION CONTROL



Is responsible for monitoring of IT infrastructure and Services (can be delegated to DevOps team)



Main Tasks

Operation monitoring by Console management/operation bridge (participate in EVT)



Batch package planning



Backup/restore activities




Printing management




Regular jobs



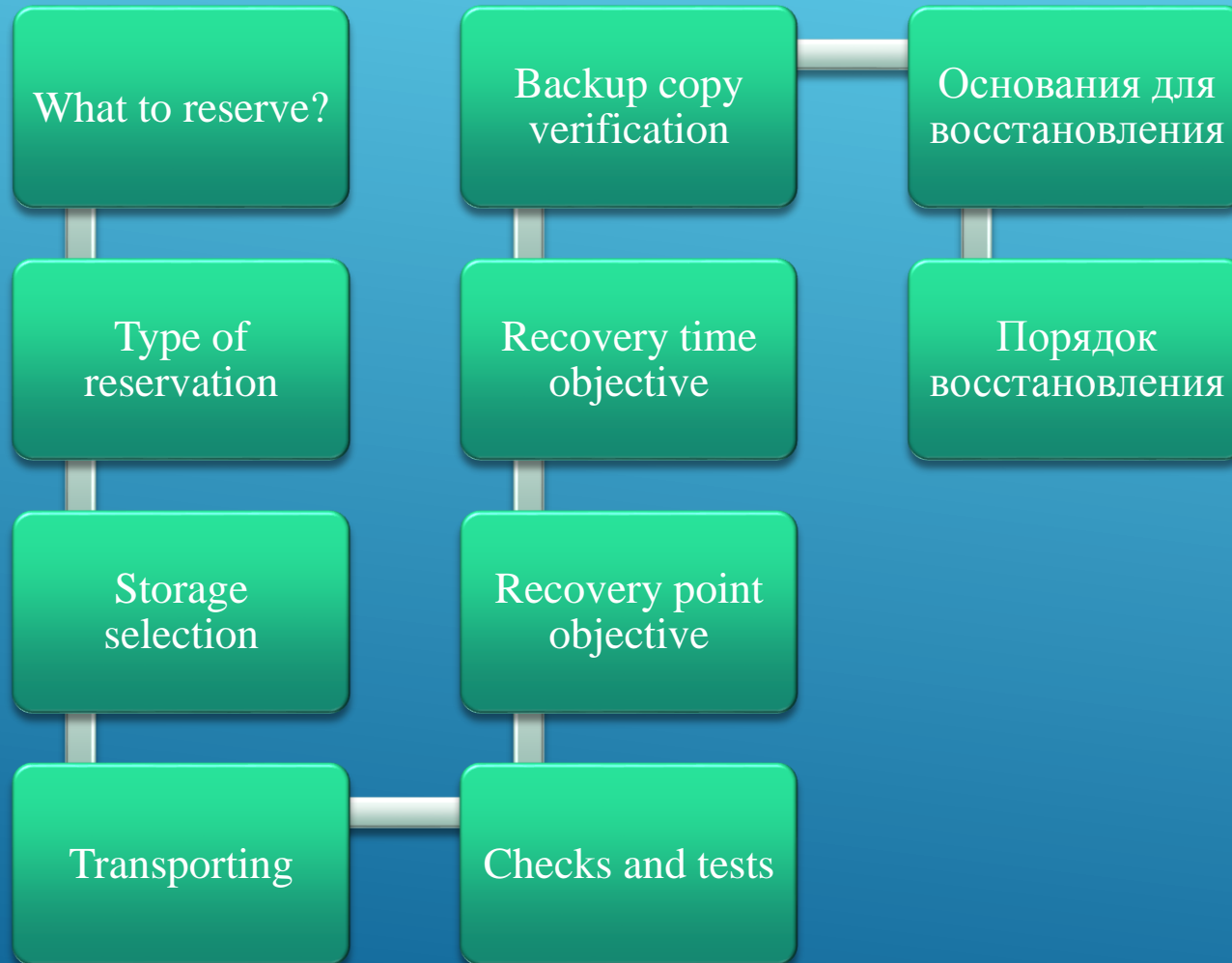
JOB SCHEDULING



Job planning for
resource
planning and
leveraging

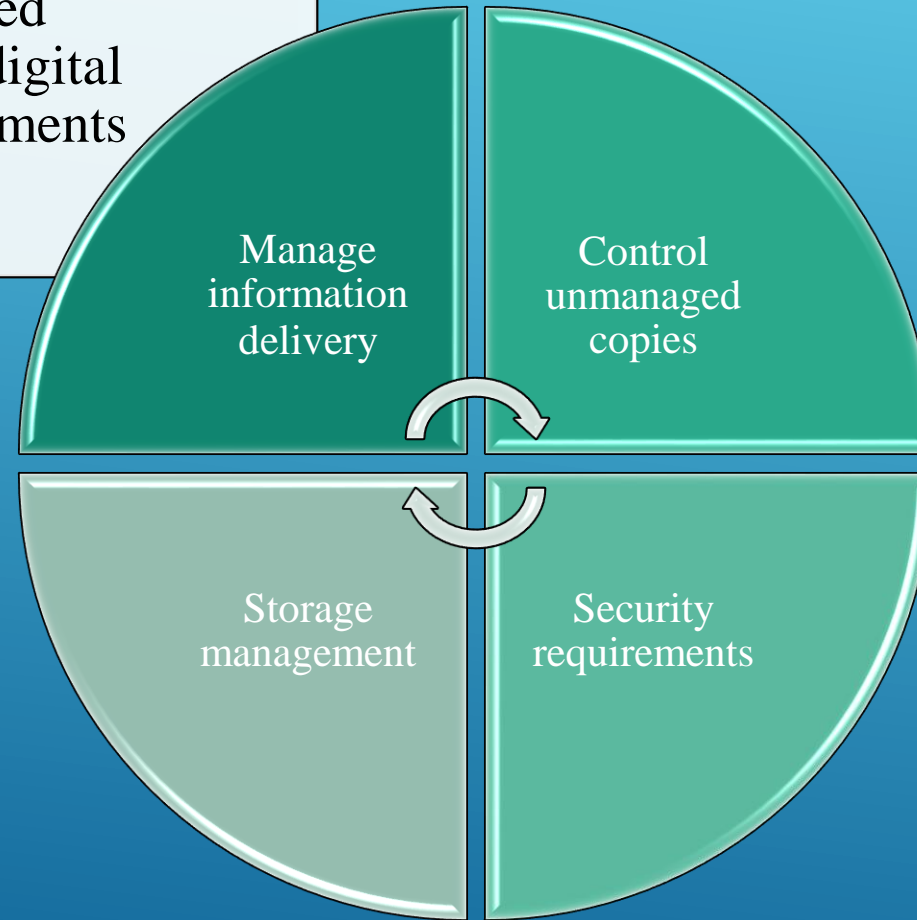


BACK AND RESTORE



PRINT AND OUTPUT MANAGEMENT

- Printed and digital documents



FACILITIES MANAGEMENT



FACILITIES MANAGEMENT

Objective

- Manage all necessary facilities to deliver IT services properly

Main components (examples):

- Buildings
- Equipment
- Electricity
- Air conditioning systems
- Environment monitoring systems
- Physical security and access control
- Datacenters, ISPs, etc.