Specification of Service Management Report - Draft

First read the description of the Service Management Report on Canvas.

The purpose of the draft report is to help you organise the information you need for your final report

The title of your draft report will be “How ITIL can help avoid failures similar to the Colesworth crash - DRAFT”.

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| **A. SECTION HEADINGS AND CONTENTS** |
| **Title Page** |
| **Table of contents** |
| **Background**  Briefly summarise information about Colesworth, and the crash. |
| **Grid of Information from Sources**  **Use the Sources Grid on the following page to collect information from sources in the Service Management Report module on Canvas that answers the questions in the headings of each column** |
| **Citations and Bibliography**  Using Endnote, ([**http://libguides.library.usyd.edu.au/endnote**](http://libguides.library.usyd.edu.au/endnote)**)** (or equivalent) cite all sources of evidence in the text of your report using the **American Psychological Association (APA 6th)** system of referencing as described in <https://library.sydney.edu.au/help/online-training/referencing/> and <http://libguides.library.usyd.edu.au/citation>. Failure to do this is plagiarism  Construct a bibliography of the sources you have cited, in APA 6th format. |
| **Glossary**  Provide a glossary (in alphabetical order) containing definitions/explanations of terms that would be unfamiliar to the non-technical reader, e.g. software release, root cause.  Cite the source of each definition/explanation in the text of the Glossary and include the source in your bibliography. |
| **Joys/Frustrations/learnings/comments/questions**  Reflect on your processes of doing this assignment using these headings |
| **B. FORMAT** |
| * Title page with the title specified above, your SID and date * A table of contents listing the contents of this report draft * A word count at the end of the paper – * Section headings, headers and footers showing SID /page x of y /date; * Spelling, grammar and punctuation according to Module 1 of the of the Write Site [**http://writesite.elearn.usyd.edu.au/**](http://writesite.elearn.usyd.edu.au/) |

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| **SOURCES GRID** | | | |
| **SOURCE** | Make notes of the information from each source that is relevant to these questions. Enter page nos next to your notes where the source is a book. | | |
| Source  ( cite in APA in-text format) | **Why should organisations implement an ITSM framework such as ITIL?**  **What are** three general benefits of ITIL to an organisation, and how do each of them can create business value? | **What is the role of Incident and Problem Management in avoiding failure?**    **What is the role of Incident and Problem Management in helping avoid failures such as Colesworth’s in the future?** | **Recommendation for Continual Service Improvement in the ITIL Transition stage**  **The crash was related to an upgrade to an IT service. Choose a process in the Transition stage of ITIL, and recommend how Colesworth should apply Continual Service Improvement to it to reduce the possibility of similar failures in the future.** |
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