General feedback on Service Management Report – Draft

1. *We only marked items in the specification and the rubric*
2. *If you did not follow those, you will still find this feedback applies to what you did*
3. *General trends* 
   1. *Responses don’t answer the questions in the source grid*
   2. *Referencing/Glossary not in alphabetical order*
   3. *Incorrect use of APA*
4. *Wikipedia is not a source of information but can be used as a source for a definition in the glossary*
5. *You may not use Blogs as sources for your report. Use the sources (particularly the books) on Canvas in the document “Resources for your Service Management Report v1.0.docx” in The Service Management Report Module on Canvas. Then use extra if you want to*

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| **A. SECTION HEADINGS AND CONTENTS** |
| **Title Page** |
| **Table of contents** |
| **Background**  Briefly summarise information about Colesworth, and the crash. ***Mostly done well***  ***identify Colesworth, number of stores, crash details (these two must be present because that shows the extent and duration of the outage) and citation of source*** |
| **Citations and Bibliography *Don’t throw away marks on this, use the guides.***  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 briefly in <http://libguides.library.usyd.edu.au/citation>. and in more detail in  <http://libguides.library.usyd.edu.au/ld.php?content_id=22193083> Failure to do this is plagiarism  Construct a bibliography of the sources you have cited, in APA 6th format. |
| **Glossary *Glossary must be alphabetical and contain all acronyms such as ITSM & ITIL spelt out and defined as well as all other technical terms e.g. problem management, root cause***  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   * ***Don’t change the headings of the columns. Some of you did this, leaving out the questions. This meant that you didn’t answer the question and lost marks*** * ***You may not use blogs as sources*** * ***Use the sources in the document “Resources for your Service Management Report v1.0.docx” in The Service Management Report Module on Canvas*** | | | |
|  | Make notes of the information from each source that is relevant to these questions. ***Enter page nos next to your notes for books*** | | |
| 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.** |
|  | ***Definitions and general information is provided rather than benefits or only benefits are identified.***  ***What creates the benefits and explanation of how they create value is not present therefore arguments were not convincing.*** | ***Incident Management and Problem management are defined or discussed generally. BUT Their role in avoiding failures such as Colesworth is not discussed.***  ***There is no process in IM that can directly change how long it takes to restore a failed service. That happens in other stages. However, there are outcomes of IM processes that can influence or trigger relevant activities. What are they?*** | ***The Colesworth document talks about the how ITIL has already implemented ITIL***  ***Recommendations should not include suggesting the implementation of a stage or process. Recommendations should be about how CSI can be applied to the existing process.***  ***CSI is often discussed generally.***  ***Transition process often not identified.***  ***Not many applied CSI 7 step type questions: where are we supposed to be (goal of this process) are we there (benchmark) what’s the gap etc to the identified process. And how that might reduce failure.*** |