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#### CSCS 450 A

## Assignment 1

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# Technology Management:

Technology management is a set of management disciplines that allow organizations to manage their technological fundamentals to create customer advantage. To be more precise, it is the integrated planning, design, optimization, operation and control of technological products, processes and services. It refers to the task that enables an organization to utilize technology properly to achieve its goals efficiently. These tasks are divided into three main tasks: technology getting, technology use, and technology development.

# IT operation management:

IT operations management (ITOM) refers to the administration of all technology components and application requirements within an organization. ITOM includes the provisioning of IT infrastructure, capacity management, cost-control activities, performance and security management and availability management for all IT infrastructure and assets.

# IT service management:

IT service management (ITSM) is simply how IT teams manage the end-to-end delivery of IT services to customers. This includes all the processes and activities to design, create, deliver, and support IT services.

# IT asset management:

IT asset management (ITAM) is a set of business practices that combines financial, inventory and contractual functions to optimize spending and support lifecycle management and strategic decision-making within the IT environment. An IT asset is classified as any company-owned information, system or hardware used in business activities.

# Relationship of above concepts:

ITOM, ITSM and ITAM come under the umbrella of Technology management. These are three of many components of technology management.

The objective of ITOM under the ITIL framework is to monitor and control IT services and infrastructure and to execute the routine tasks necessary to support the operation of applications, services and hardware components. ITIL is a framework that is built upon ITSM. ITAM is often a subset of the IT service management (ITSM) process.

# Role of IT Manager:

IT managers are responsible for coordinating, planning, and leading computer-related activities in an organization. They help determine the IT needs of an organization and are responsible for implementing computer systems to fulfill the organization's information systems requirements.

# Role of ITOM:

The objective of ITOM under the framework is to monitor and control IT services and infrastructure and to execute the routine tasks necessary to support the operation of applications, services and hardware components.

# Role of ITSM:

Role of ITSM is to improve efficiency, reduce operational costs, risk-free implementation of IT changes, improve effectiveness, improve visibility into performance, etc.