ITSM Assignment-I Quel- List the wrious stages of ITIL Lifecycle Ans- There are & stages of ITIL (E) sevice strategy (II) Service Design (III) Service Transition (v) And (ontinual service Improvement. Quez- Explain various terminologies related to ITSM Ans- IT Service management -A set of specialized Organizational Cappbilities for providing value to customers in the form of services. * capabilities - The ability of an organization, Person, process, application, clor it service to carry out an activity. capabilities can be described as: The functions and processes utilized to Intengible assets of an organization that Can not be purchased, but must be developed and matured over time. * Resources - A generic term that includes IT infrastrycture, people, money or any thing else.

that might help to deliever an IT

service.

- Process A set of Coordinated activities Combining and implementing resources and capabilities in order to produce an outcome and provide value to customers or stakeholders.
- Service A means of delivering value to

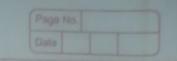
 Customers by facilitating outcomes customers

 want to achieve without the ownership

 of specific costs or risks
- Process owner The person responsible for ensuring that the process is fit for the desired purpose and is accountable for the outputs of that process.
- Service Owner The person who is accountable for the delivery of a specific IT service. They are responsible for Continual improvment and management of change affecting services under their care.

The person responsible for the operational management of a process.

There may be several managers for the one process.



Ans Operthers / Suppliers Perspective -

the importance of partner and External
Supplier relationships and how they contributes
to Service Delivery.

- (II) People Perspective Concorned with the "Soft"-side"- IT staff, customers and other.
- Products / Technology perspective
 Takes into account

 IT services, hardware & software, budgets,

 tools.
- (IN) Process perspective Relates the end-to-end delivery of service based on process
- Que4- white a short hate on functions and processes.

Ans-functions - functions refer to the logical grouping of roles and automated measures that execute a defined process, an activity or combination of bath. The functions within service operation are needed to manage to the steady state operation it environment.

* Brocesses

Set of coordinated activities designed to produce an outcome and provide value to customers or stakeholders.

through the activities performed turns them into defined outputs.

Sues-Explain different types of service providers.

Ans-(1) internal service provider

(11) Shared services Unit

(11) External service provider.

internal service provider -

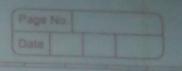
business functions embedded within the business units they serve.

The business units themsalves may be part of a larger enterprise or parent organization Business functions such as finance, administration, logistics, human resources and IT provide services required by various parts

shared services unit -

Function such as finance.

IT, human resources, and logistices are not always at the core of an organization's competitive advantage.



A External service Provider -

of customers Sometimes require temploidies capabilities readily available from a Type III provider. The additional risks that Type are providers assume over Type I and Type III providers assume over Type I and Type III fredom to pursue opportunities.

Type III providers can offer competitive prices and drive down unit costs by

Bue6-what aue the activities involed in service Strategy.

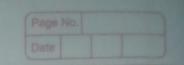
Ans-(1) Define the market

(11) Develope the offerings

(TI) Propose Cox Strategic Assets

Consolidating demand.

(21) Prepare for execution



QUET- Explain ocitical success factors and risks in service strategy.

Ans- critical success factors -

There are coustical success factors for every market space the determine the success or failure of q service strategy. These factors are influenced by customer needs, bysiness trends, competition, regulations, suppliers, Standards, best practices and technology in the industry. Critical success factors are also referred to as strategic industry factors (SIF) in bysiness literature and have the following general Characteristic: They are defined in terms of capabilities

and resources

They prove to be key determinants of Industry leaders success.

They are defined by market space levels

not specific to any company.

They are the basis for competition between rivals.

cuitical success factors by themselves are aftered or influenced by one or more of the following factors.

(I) Customers -

60 Competitors

on Suppliers (IN) Regulators. A

Risks -

Risks is normally perceived as something to be avoided because of its association with threats- while this is generally true, risk is also to be associated with apportunity. Failure to take apportunities can be a risk to be avoided.

when service management is effective services in the catalogue and Pipeline represent opportunities to release value for cystomers and capture value for stakeholders. Implementing strategies often requires changes to the service Portfolio, which means managing associated risks.