

# ITSM Assignment - I

Page No.	
Date	

Ques- List the various stages of ITIL Lifecycle.

Ans- There are 5 stages of ITIL Lifecycle.

- (I) Service Strategy
- (II) Service Design
- (III) Service Transition
- (IV) Service Operation
- (V) And Continual Service Improvement.

Ques- Explain various terminologies related to ITSM.

Ans- IT Service Management -

A set of specialized Organizational Capabilities for providing value to Customers in the form of Services.

★ Capabilities - The ability of an organization, Person, process, application, CI or IT service to carry out an activity.

Capabilities can be described as:

- The functions and processes utilized to manage services.
- Intangible assets of an organization that cannot be purchased, but must be developed and matured over time.

★ Resources - A generic term that includes IT infrastructure, people, money or any thing else that might help to deliver 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 improvement and management of change affecting services under their care.
- ★ **Process manager** -  
The person responsible for the operational management of a process. There may be several managers for the one process.

Ques- What are the 4 P's of ITSM.

Ans- (I) Partners / Suppliers Perspective -

Takes into account the importance of Partner and External Supplier relationships and how they contribute to Service Delivery.

(II) People Perspective - Concerned with the "Soft"-side - IT staff, customers and other.

(III) Products / Technology perspective -

Takes into account IT services, hardware & software, budgets, tools.

(IV) Process Perspective - Relates the end-to-end delivery of service based on process flows.

Ques- Write a short note 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 both. The functions within service operation are needed to manage the 'steady state' operation IT environment.



## ★ Processes —

Processes can be defined as a structured set of coordinated activities designed to produce an outcome and provide value to customers or stakeholders.

A process takes one or more inputs and through the activities performed turns them into defined outputs.

Ques- Explain different types of service providers.

Ans - (i) internal service provider  
(ii) shared services unit  
(iii) External service provider.

## ★ internal service provider —

providers are typically business functions embedded within the business units they serve.

The business units themselves 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 of the business.

## ★ shared services unit —

Function such as finance, IT, human resources, and logistics are not always at the core of an organization's competitive advantage.

## ★ External Service Provider -

The business strategies of customers sometimes require ~~Capabilities~~ capabilities readily available from a Type III provider. The additional risks that Type III providers assume over Type I and Type II are justified by increased flexibility and freedom to pursue opportunities. Type III providers can offer competitive prices and drive down unit costs by consolidating demand.

Que6- what are the activities involved in Service Strategy.

- Ans-(i) Define the market  
 (ii) Develop the offerings  
 (iii) Develop ~~the~~ Strategic Assets  
 (iv) Prepare for execution

**Ques-** Explain critical success factors and risks in service strategy.

**Ans-** Critical Success factors -

There are critical success factors for every market space that determine the success or failure of a service ~~strag~~ strategy. These factors are influenced by customer needs, business 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 business 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.

Critical success factors by themselves are altered or influenced by one or more of the following factors.

- (I) Customers-
- (II) Competitors
- (III) Suppliers
- (IV) Regulators.



## ★ 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 opportunity. Failure to take opportunities can be a risk to be avoided.

When Service management is effective services in the catalogue and pipeline represent opportunities to create value for customers and capture value for stakeholders. Implementing strategies often requires changes to the Service Portfolio, which means managing associated risks.