**Assignment 1**

**Technology Management**

It can be defined as a type of discipline that is aligned with Information Technology Management. In this discipline, companies boost their growth by availing different types of modern technologies and then using these technologies according to their needs. But to achieve it, every department of the organization should have a comprehensive understanding about what kind of technology they are using and how capable it is. For the growth, a business or an organization must invest in accumulating these technologies that are available in the market. Management of technology is quite a new field which require comprehensive technical skills in order to fully understand its capacity and how much beneficial it is for the business. The main perk of technology is that it enables businesses to compete with each other in the global market.

**Information Technology Service Management**

Information Technology Service Management, usually referred as ITSM can be defined as how the technical staff and teams try to manage the IT services end to end deliveries to the users. This management includes all the techniques to create, design and how to present those created IT services to its connected network. The main concept behind ITSM is that it should be conveyed as only a service.

**Information Technology Operations Management**

Information Technology Operations Management, also referred as ITOM can be defined as an overall IT strategy of an organization or a business which includes teams like management teams, development teams, administrative employees that are needed for the service maintenance of operations that is required 24/7. ITOM manages and organizes the software, hardware etc., in an organization. They do all the purchasing of required resources if needed and these resources are maintained by the IT operation staff.

**Information Technology Asset Management**

Information Technology Asset management, also referred as ITAM can be defined as a system or platform for practicing businesses that are looking to increase their equipment value in the organization. This can be done by gathering overall data of IT assets from purchase to their overall usage life cycle.

**Following are the reasons which specify how ITOM, ITAM and ITSM are related:**

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| --- | --- | --- | --- |
| **Obs No.** | **ITSM** | **ITOM** | **ITAM** |
| 1. | A CMDB (Configuration Management Database) is required to for working. It Protects the infrastructure of a company and maximizes investments in IT. | A CMDB (Configuration Management Database) is required to for working. It Protects the infrastructure of a company and maximizes investments in IT. | It also uses CMDB (Configuration Management Database) because it documents an IT asset |
| 2. | Similar purposes in terms of goal achieving like that of ITAM. |  | Similar purposes in terms of goal achieving like that of ITSM. |
| 3. | ITSM can be integrated with ITOM for a better and proactive business and organization. | ITOM can be integrated with ITSM for a better and proactive business and organization. |  |
| 4. | Tasks are different than ITOM but both ITSM and ITOM needs to be connected and coordinated with the management. | Tasks are different than ITSM but both ITSM and ITOM needs to be connected and coordinated with the management. |  |
| 5. | Some IT services managed as IT assets as described in the ITAM section. |  | Some of the IT services are now managed as IT assets like cloud services. That is why ITAM is now considered as a guidance tool in the ITIL ITSM guidance practices which is defined as: “the application of managing and organizing the overall life cycle of an IT asset”. |

**The major differences between ITOM, ITAM and ITSM are given below:**

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| --- | --- | --- |
| **Obs No.** | **ITSM** | **ITOM** |
| 1. | The primary focus of ITSM is on how to deliver services to end users. | The primary focus of ITOM it to take care and protect operations like teams, management of events, tracking efficiency and performance etc. |
| 2. | Both are connected but a business can only invest in of these two managements which results in productivity loss, worse experience of employees and wastage of resources. | Both are connected but a business can only invest in of these two managements. |

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| --- | --- | --- |
| **Obs No.** | **ITAM** | **ITSM** |
| 1. | The primary focus of ITSM is on how to deliver services to end users and is related to only one phase which is operation of a lifecycle of an asset. | ITAM covers the entire lifecycle of an asset. This can be done by gathering overall data of IT assets from purchase to their overall usage life cycle. |
| 2. | It focuses only on those assets that are in need of service. | It look over all the assets after a fixed or certain amount of time over and over again. |
| 3. | ITAM can be seen as assets to be counted as in keep track and controlling it. | ITSM can be seen as the enhancement in the quality of service in delivery and they support they provide. |

**Role of IT Manager In ITOM**

The role or IT Manager in IT operations management is primarily to execute the processes and tasks which are fit for the requirement in the organization. Duties of IT Manager in ITOM are:

* Strategy formulation
* Increasing improvement in the performance
* Secure agreement
* Obtain resources and materials for the organization.
* Ready to motivate other team members
* Means to improve customer service quality
* Implementation of suitable application on all levels of the processing

**Responsibilities of IT Manager in ITOM**

Following are the responsibilities of an IT Manager in IT operations management:

* To make sure that all tasks are completed in an effective way
* Improvement in system of operational management
* Equipment Purchasing and improving efficiency of warehouse
* Planning for effective strategies
* Oversee budget and future calamities
* Hiring, Firing and manage staff
* Finding means of increasing quality of customer service

**Role of IT Manager in ITSM**

IT Manager in IT service Management is responsible for management and handling the ICT (Information and Communication Technology) delivery services and also in working with IT service operations’ teams.

**Responsibilities of IT Manager in ITSM**

Following are the responsibilities of IT manager in IT service management:

* Relationship development with outside clients
* Presenting innovative ideas to clients during meetings and presentations
* Giving solutions to clients that meets their requirements by keeping the cost optimal.
* Handling and manages projects by assigning deadlines and creating sprints for effective output
* Having comprehensive understanding of IT equipment and what kind of IT equipment does the organization needs for the future.
* Client satisfaction measurement capability
* Up to date regarding global market innovative product releases

**Skills of IT Manager of ITSM**

following are the skills of IT Manager that are needed in the service management:

* Management and configuration of an asset
* Analysis skills for business
* How to improve service in a continuous manner
* Focus oriented on service
* Comprehensive knowledge regarding frameworks of service management
* How to manage relationship with stakeholders
* Thinktank who sees solutions for problems in unique way
* Best interest must include focus on user requirements
* Comprehensive Technical understanding