

IT Service Management Assignment:

Objectives: To experience the development activities of IT services lifecycle in a team environment and be able to relate to service management techniques.

Learning Outcomes:

Describe what an IT service is.

Draw a simple IT infrastructure diagram.

Describe the key processes within service operation.

Describe the key processes involved in handling service transition.

Draw a simple organization chart for IT service support department.

1) Introduction

This is a team project. Students are required to form into teams of 5 students each by week 1. Class representative should submit a complete list for each team to your tutor by end of week 2. Tutor will assign students to teams if their names do not appear in the list. Each team is required to study the IT service and the related ITSM processes identified based on the specifications given below. Each team should adhere to the schedule specified in Section 6 and is expected to plan ahead of time. Each member is encouraged to use the lecture notes, the Internet and the FAQ material provided as when required.

2) Background

Each team is required to study, report, reflect and present how ITIL V3 service lifecycle can be applied within one organization from the following sectors:

- a) medical
- b) financial
- c) tourism
- d) manufacturing
- e) logistic
- f) hospitality
- g) data centre

Your tutor will assign one sector for each team. Each team is required to explore the following topics for an organization within the assigned sector and present the following during the presentation session.

- a) Identify 5 IT services with 2 suitable service standards each for the selected organization.
- b) Identify an IT infrastructure needed for the chosen organization.
- c) Recommend 5 service operations processes/functions required with justifications.

- d) Give a scenario to illustrate how service transition processes and activities can be applied.
- e) Recommend a suitable organizational chart for your organization.
- f) Prepare a short video to demonstrate one of the following concepts within the service lifecycle by role play. Eg. incident management, change management or continual service improvement.

While you may not fully appreciate the scope of the IT services management processes at the beginning of this module, you must try to be proactive by frequently thinking ahead eg what is needed to be done? What is an IT service? How to specify a service standard? What are the supporting processes needed to achieve the service standards? What are the implications for assumptions made? You shall find that the most important FIRST step is to understand the concepts of IT Service. In this assignment you are given the task to specify YOUR OWN IT services and the relevant management processes! Your team is encouraged to seek early advice from your tutor during tutorial classes.

3) Detail Description of topics to be reported

3.1-Week 1 Project planning

Each team is required to develop a project plan. The plan should include the tasks undertaken by each team member, the planned starting/completion date and the contribution made by each team member. Your tutor will inspect the project progress for **assessment** during the tutorial classes in week 6 & 9. No marks will be awarded for students failing to attend the review sessions.

You are expected to find out the meaning of all the terms (e.g. Service, process, service quality standard, SLA, RACI etc.) referred in this specification by the end of week 2. You will be asked to explain the terms and assessed during the check points. Each team member is expected to contribute fairly to the assignment. Be warned, make sure the updated assignment materials are kept in the Padlet under your group and are available for inspection during tutorial sessions. Concerns if any must be brought to your tutor's attention in the earliest instance and do not wait until the review sessions.

3.2-Week 2 Identify 5 IT services with 2 suitable service standards for each selected sector.

This topic expects you to find out the meaning of "IT services" and the associated "service standards". Please do not state the functional requirements of your systems. As a start, you should consider the availability,

reliability and the service downtime as suitable service standards for your IT services. Refer to the FAQ for detailed examples.

You may need to consider carefully some of the following and specify your findings for each IT service in a table.

- a) Who are your customers?
- b) What are the business values offered by the chosen IT services?
- c) What are the service standards that are important to the customers?

By end of week 4, each team is required to upload a team photo by finger pointing out an IT service found within NYP campus to [Padlet](#).

3.3-Week 3 IT infrastructure needed for the chosen organization.

This topic expects you to find out the meaning of the term “IT infrastructure” and consider the following as well:

- a) What are the key components that make up an IT infrastructure for an organization?
- b) What are the business functions supported by the IT infrastructure set up?
- c) What are the key factors you would need to consider for an effective IT infrastructure?

Your team is expected to draw a diagram (use tools in power point) to illustrate the IT infrastructure of your chosen organization. Check out the posters around service helpdesk @Level 4 would be useful.

Your team may find this a bit challenging at this stage. Please be patient and give it a go first. Your tutor is expecting many questions from your team during the tutorial class!

3.4-Week 4 Recommend 5 service operations processes/functions required with justifications.

Based on the IT services specified, your team is required to describe the activities for 5 key management processes/functions needed to maintain the service standards committed to customers according to the SLA.

3.5-Week 5 & 6 Give a scenario to illustrate how service transition activities can be applied and reflect on how the service transition processes can be used.

This topic requires your team to identify one scenario where **changes** to the IT services are needed. You should identify the key activities needed for handling the changes under service transition phase. Do not forget that service transition plays an important role in the service lifecycle and many stakeholders would be involved. Your team should draw a **RACI diagram** to illustrate how you manage the communication with the stakeholders. Teams are encouraged to illustrate the situation by role play for the video detailed in 3.7).

3.6-Week 7 Recommend a suitable organizational chart for your organization.

This topic expects your team to appreciate the success of service lifecycle depends on the quality culture of the appointment holders of your organization. You are required to show an organization chart of the IT service support department. A well designed organizational chart would ensure the likely success of achieving the service standards and effective communications between various appointment holders. Your team is expected to name at least 5 key appointment holders for the IT services management.

3.7-Week 8 &9 Prepare a short video to demonstrate a key concept from one of the phases within the service lifecycle. Eg. incident management, change management, problem management, service level agreement management or continual service improvement. Clearly indicate the role played by each member.

By the end of **week 13**, each team is required to upload a team video to BB.

Eg. Identify one scenario to demonstrate how an IT operation/service can be improved. a) Clearly specify the service quality metrics selected and b) the steps required to achieving the CSI/changes. A simple video with less than 5 minutes should be prepared for the selected scenario.

4)- Week 14 Reports & Presentation slides

Each team is required to submit a report with the following sections:

Introduction.

5 IT services with 2 suitable service standards selected.

One IT infrastructure diagram for the chosen company.

5 service operation processes/functions identified with justifications.

Description of the service transition scenario and management activities.

RACI & IT Support Organization chart

Description of the video scenario & roles played by team members

Conclusion

Assignment Schedule

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Presentation slides (no more than 10 slides per group)

It is expected that the documentation should be of high professional standards.

The covering page must follow the sample page given in this specification.

Teams are reminded to include the planning of documentation preparation at the early development phase.

5) Submission:

Team leader to submit the following for your group in BB by 6 Jan 2020:

Penalty of 20% will apply for whole team for late submission.

- a) Signed hard copy of the report covering page.
- b) Save your soft copy of the report and presentation slides in a ZIP folder with the correct group number (eg IT2768-01-Team1).

6) Schedule

Due in tutorial session of	Deliverables
Week 1	Form team. Team leader to identify team member list to padlet by week 2 tutorial. Discussion on assignment details. Develop a project plan.
Week 2	Identify all 5 IT services to be reported + service standards + Upload WIP + group photo.
Week 3	Identify the IT infrastructure with a Diagram
Week 4	Identify service operation processes and functions
Week 5	Identify service transition scenario
Week 6	Identify RACI diagram - <u>Check Point 1</u>
Week 7	Identify Organization Chart
Week 8	Identify video scenario with roles played by members
Week 9	<u>Check Point 2</u>
Week 10-12	Complete video, report & presentation slides
Week 13	Team Leader to submit completed assignment work to BB by 6 Jan 2020
Week 14	Presentation by whole team.

NB : You are required to adhere to the schedule given for each tutorial session.

7) Assessment Guidelines

Component	Percentage	Assessment Focus
Project Progress	10%	Team demonstrate coordination, planning & adhere to project plan
Project Achievement	30%	Team able to show good understanding of the service lifecycle activities
Report	30%	Professional standards presented and coverage of key concepts stated
Presentation + video	30%	Good presentation skills is expected, video should be clear and attractive to draw attention.
Total	100%	

During tutorial sessions, teams would need to show their progress work to the tutor as per the scheduled work and progress assessment will be given.

8) Assistance

Your tutor would welcome your question anytime. Feel free to discuss, phone or email your questions as soon as they arise. If you want to get assistance from the Module Leader, please call Mr Leung S C at 65501807 (office Rm L415). Please do not forget to clearly indicate your contact telephone number in case you want to leave him a voicemail.

9) Draft Project Plan

No	Task Name	Completed by	Action by	Status
1	To form a team & find out the meaning of terms	End of Week 1	Whole Team	On time
2	Prepare for Check point 1	End of Week 2	John & Alice	On time
3	Review IT infrastructure, services & standards	End of Week 2	Michael & John	late
4	Identify service operations and activities	End of Week 3	Alice & Michael	late
5	Identify service transition scenario	End of Week 4	John	On time
6	Check point 1	End of Week 5	Alice	On time
7	..			
20	..			

This is for progress assessment

Team no : _____

Wk no	Scheduled work	Assessment	S1	S2	S3	S4	S5
Week 1	Form team. Submit name list to padlet. Discussion on assignment details. Develop a project plan.	1 2 3 4 5					
Week 2	Identify IT infrastructure Diagram	1 2 3 4 5					
Week 3	Identify all 5 IT services + service standards	1 2 3 4 5					
Week 4	Identify service operation processes and functions. Upload photo & service details.	1 2 3 4 5					
Week 5	Identify service transition scenario.	1 2 3 4 5					
Week 6	Identify RACI diagram. CP1	1 2 3 4 5					
Week 7	Identify Organization Chart.	1 2 3 4 5					
Week 8	Identify video scenario. Role played.	1 2 3 4 5					
Week 9	CP2	1 2 3 4 5					
Week 10 & 11	Break						
Week 12	Submit report to Tutor by 6 Jan 2020	1 2 3 4 5					
Week 13	Presentation on time.	1 2 3 4 5					

Remarks :

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COVERING PAGE TEMPLATE



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Title : Team Assignment Report
Module : IT2768 – IT services & management
Academic year : 2019/20 Semester 2
Group : IT2768 – ____
Date : _____

Team member :

Admin No : _____ Name : _____ Signature : _____ (Leader)

Handphone : _____

Admin No : _____ Name : _____ Signature : _____

Admin No : _____ Name : _____ Signature : _____

Admin No : _____ Name : _____ Signature : _____

Admin No : _____ Name : _____ Signature : _____

Nb.

If there are any team member issues, you are required to contact your tutor by latest week 2.

Checklist of Quality Attributes for Presentation

1. Delivery

- **Presentation Materials**

- ☐ Content – Quality of info, Well Organized, Logical
- ☐ Vocal – Clear and Audible
- ☐ Visual – Effective use of visual aid (e.g. presentation slides*)
- ☐ Verbal – Standard of English
- ☐ Impact-full (Convincing and lasting impression)

- **Quality of Presentation**

- ☐ Attire#
- ☐ Eyes Contact
- ☐ Body Language (e.g. posture & mannerism)
- ☐ Level of Confidence & Enthusiasm
- ☐ Time Management

2. Q & A

- ☐ Ability to understand & respond
 - ☐ Quality of response
 - ☐ Level of confidence
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Attire# *(with NYP student Lanyard)*

For Ladies: Jacket, blouses, skirts/pants recommended

- 👍 Top: No T-shirt material tops, spaghetti straps, singlet, or blouses with plunging necklines
- 👍 Bottom: No mini skirt, No denim material, No hipster and bottoms that reveal mid-drift.
- 👍 No dangling and distracting/fanciful earrings and accessories that are too loud/fanciful
- 👍 Proper hair-do recommended : Ladies with long hair/fringe are recommended to tie or clip hair
- 👍 Proper foot wear – no slippers and flip-flops. Heels with straps recommended
- 👍 Light make up recommended

For Gentlemen: Long sleeves business shirts with tie

Top: No T-shirt material tops, should wear long sleeve business shirts with collars

- 👍 Bottom: Proper pants, no denim material, no hipster, no cargo and baggy pants.
 - 👍 No earrings and accessories that are too loud/fanciful
 - 👍 Proper hair-do recommended : style or gel hair neatly
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👉 Proper foot wear – no slippers and flip-flops. Proper men's shoes recommended

Marking Scheme

Component	Sub-total	Task Name	Marks allocation	Marks
Project Progress - CP1	5	To form a team by week 2.	1	
		To show a practical project schedule.	1	
		To show good team work + Upload photo	1	
		To show infrastructure diagram.	1	
		Understand project requirements.	1	
Project Progress – CP2	5	Adhere to project schedule.	1	
		To show 5 IT services.	1	
		To show service standards.	1	
		To show 5 service operation processes.	1	
		To identify a service transition scenario.	1	
Project Achievement	30	Clear illustration of the service lifecycle.	5	
		Clear illustration of IT infrastructure.	5	
		Clear illustration of service standards.	5	
		Clear illustration of service operations.	5	
		Clear illustration of service transition.	5	
		Clear illustration of RACI & Org Chart.	5	
Report	30	Submission of assignment report with clear description of the processes and activities involved in the service lifecycle.	30	
Presentation	20	Presentation of assignment with clear explanation of the application of service lifecycle concepts.	20	
Video	10	Submission of a video to illustrate a service lifecycle concept.	10	
Total	100		100	

End of Assignment Specification