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Shell Bootcamp 2024
3 Reflections for Week 3
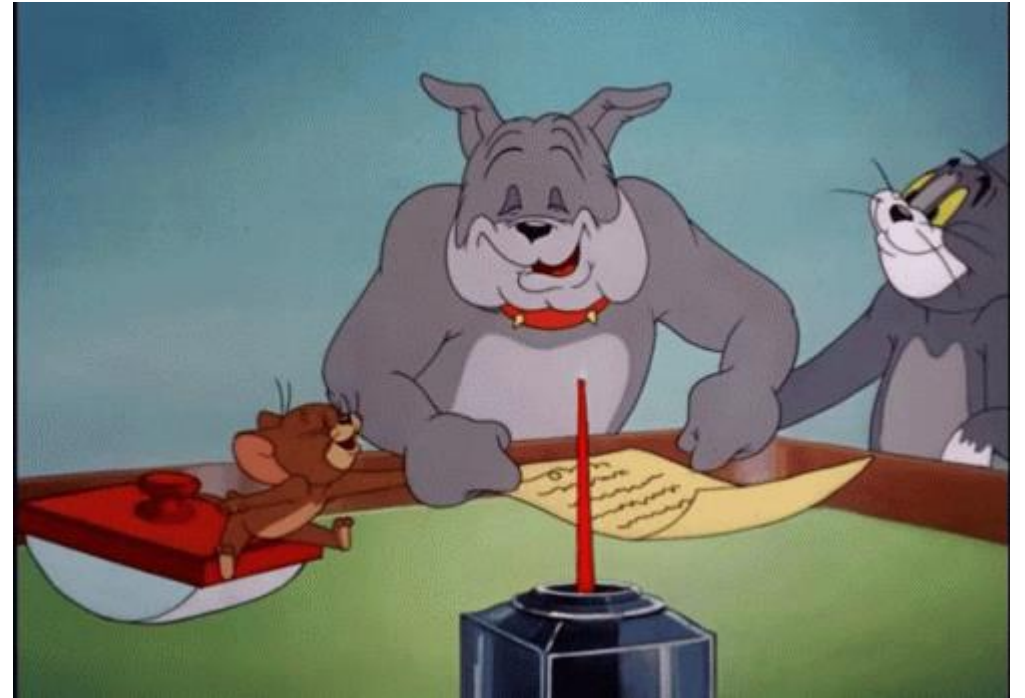
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Date : 13-Sep-2024

Somewhere, something incredible is waiting to be known.

- Carl Sagan

Even with our differences, it is always better for people to come together and collaborate.

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My learnings from this week!

Learning 1 | My takeaways

ITIL

- ITIL, or Information Technology Infrastructure Library, is a framework of best practices for managing and delivering IT services.

- ITIL is a collection of practices that try to align IT services with business goals and offers a systematic approach to many aspects of IT including service management.

- In the Energy Sector, ITIL provides a structured and systematic approach to deliver various IT services to serve various business operations, reducing confusion and increasing efficiency.

ITIL Service Lifecycle — Service Strategy, Service Design, Service Transition, Service Operations, Continual Service Improvement

Learning 2 | My takeaways

ServiceNow

- ServiceNow is a platform that is based in the cloud. It is based on the ITSM principles and is therefore able to provide a centralized method for issue tracking, service management and user communication.

- ServiceNow is rooted in simplification of IT services, for both the IT team who provides the services, and the users who receive the services.

- ServiceNow's problem management module can lead to efficient solutions to various problems that come up in the Energy Sector.
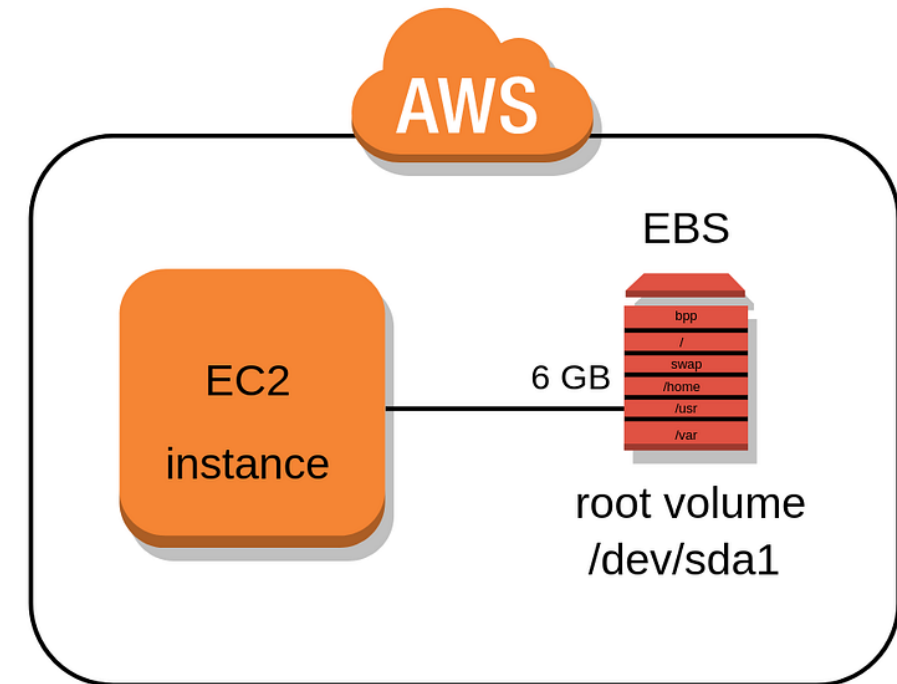
Learning 3 | My takeaways

AWS

- AWS (or Amazon Web Services) is a set of cloud computing services offered by Amazon, and contains a myriad of services including storage, computation resources and many others.

- AWS provides a comprehensive solution for cloud applications. It also contains functionality to implement virtual machines, simple storage solutions, etc.

- In the energy sector, AWS can be used to streamline operations with its large number of cloud services to aid deployment of software.

Relevance of learnings for my organization

Learning 1 | Relevance for Shell

ITIL

- ITIL can be used to provide a systematic framework for managing various IT services required in a modern organization.

- ITIL can be used in an organization to bridge the gap between the IT department and other employees, increasing communication and collaboration.
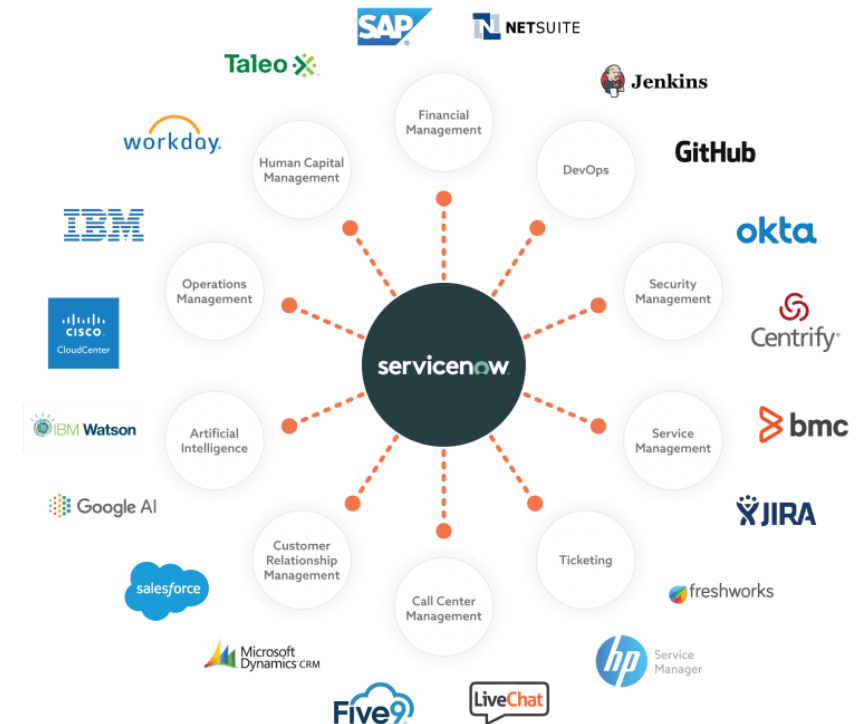
Learning 2 | Relevance for Shell

ServiceNow

- ServiceNow can be used as a portal for every employee to interact with the IT department.

- Problems and incidents can be reported easily by any employee and can be dealt with in an efficient manner by the IT team via ServiceNow, which can provide the company a centralized solution for this.
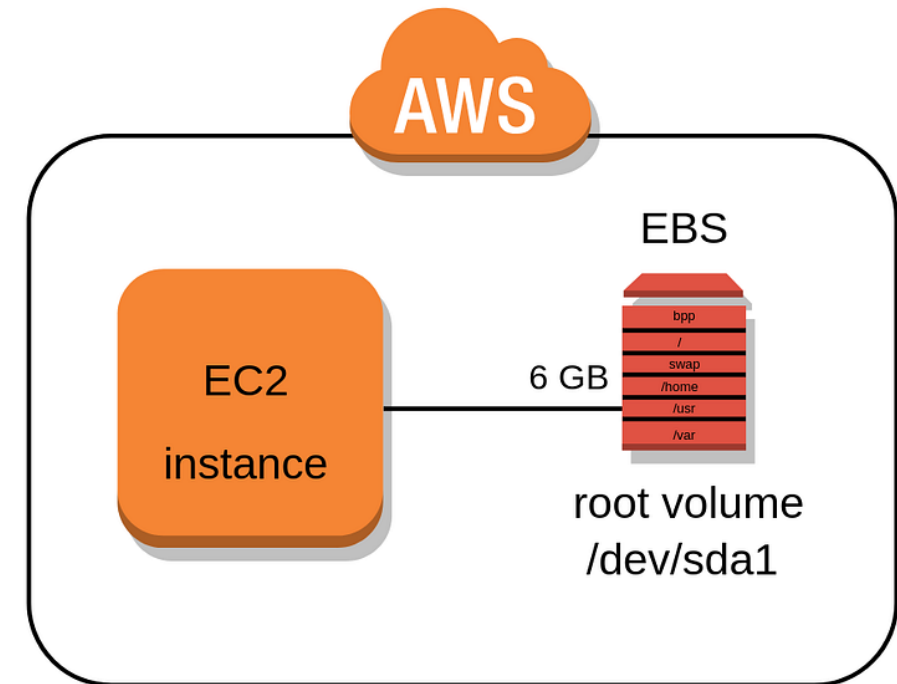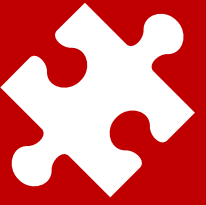
Learning 3 | Relevance for Shell

AWS

- AWS can be used to provide a centralized resource for cloud development for Shell for any kind of application that is to be deployed to the cloud.

- AWS also provides infrastructure, which might be needed for more power intensive development. This infrastructure is often cheaper than competing services like Azure.

Challenges in implementing learning

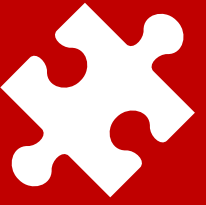# Challenge faced while implementing Learning 1

ITIL

- ITIL, being a theoretical set of rules and practices, is difficult for me to properly understand, having never encountered it in college or school.
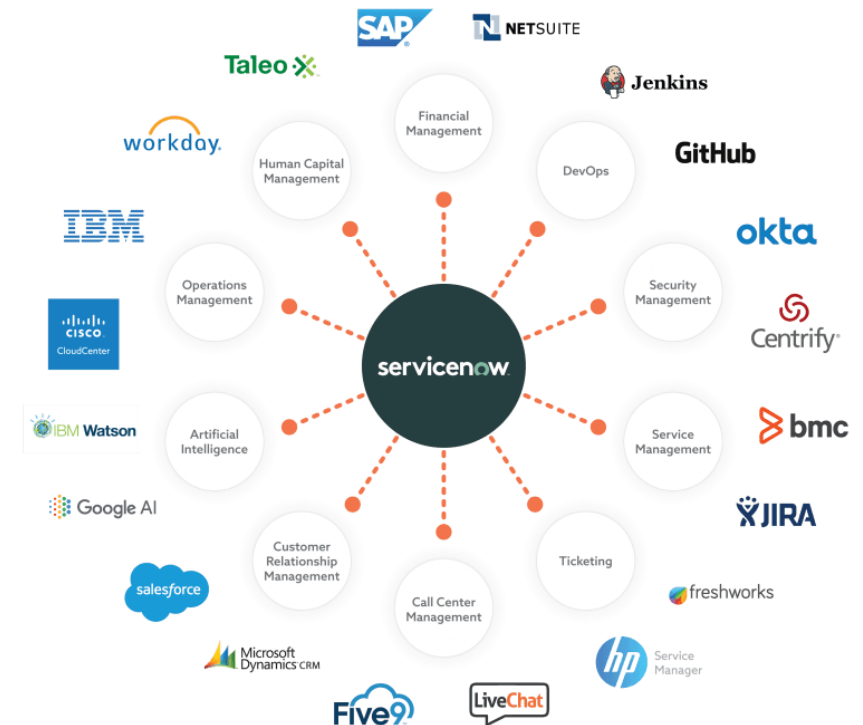
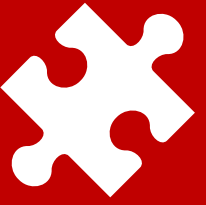# Challenge faced while implementing Learning 2

ServiceNow

- ServiceNow, despite being a user-friendly resource, is a very vast tool, which might make it difficult for me to make use of properly.
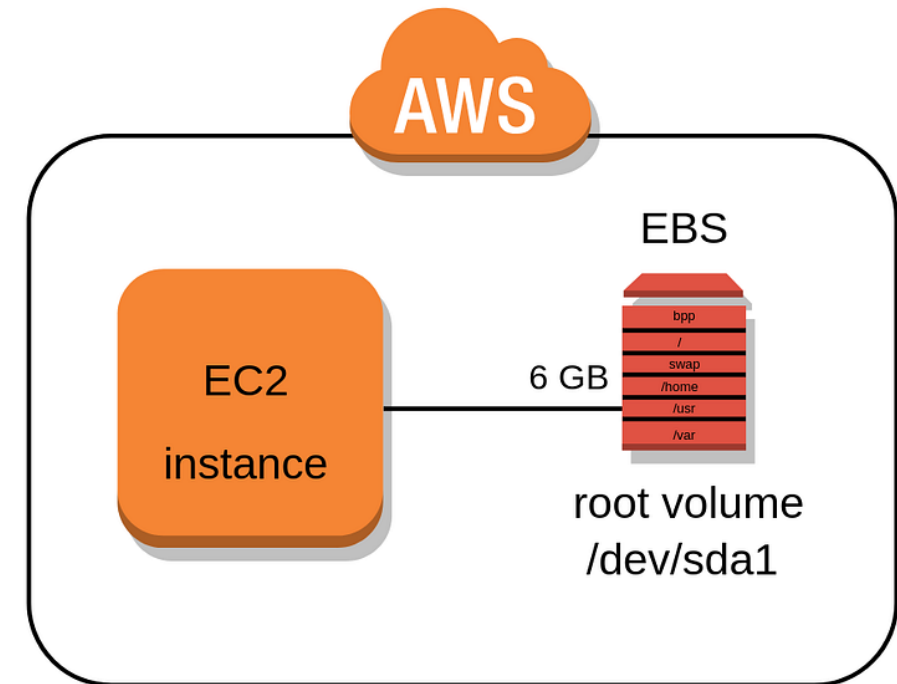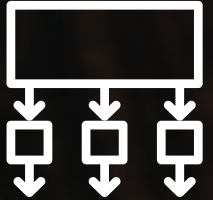
Challenge faced while implementing Learning 3

AWS

- The most difficult part that I have encountered while learning AWS is integrating local development with AWS services, for example, using an EC2 instance via SSH.
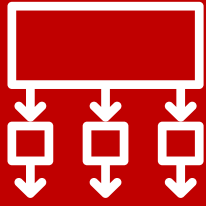
Action Plan

My Action Plan for this Week

Actions	Timeline	Status
I planned to learn about ITIL, ServiceNow and AWS.	Across the week I planned to attend sessions on the same topics, while reading up on the same on my own.	All sessions were attended, and I did some reading on my own for the learnings.

Summary

- The topics discussed in the third week are topics that provide support to all kinds of development and computer applications.

- These topics provide an introduction to software and practices used to provide a baseline for all kinds of development across the company and various disciplines.

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Thank You