**IT Infrastructure Management**

**Week 3 Assignment**

Explain the significant challenges in IT infrastructure management. Describe the main goals of IT service management.

IT infrastructure management is the process of designing, delivering, managing and improving the IT services and resources that an organization provides to its end users. Some of the challenges of managing IT infrastructure are:

* **Outdated systems and technology** that need frequent upgrading to keep up with the fast-paced evolution of technology[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).
* **Faulty networks and connectivity issues** that affect the performance and reliability of IT systems[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).
* **Data acquisition, storage and management issues** that involve dealing with large volumes of data from various sources and ensuring data security and quality[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).
* **Scalability limitations** that prevent IT systems from meeting the growing demands of users and applications[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).
* **Lack of efficient data storage architectures** that optimize the use of space and energy[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).
* **Dearth of ways to improve data analytics** that provide insights and value from data[1](https://www.kaseya.com/blog/2021/12/22/it-infrastructure-management/).

IT service management is the set of policies and practices for implementing, delivering and managing IT services for end users in a way that meets their needs and the goals of the business. The main objectives of IT service management are:

* **Analyze and determine** the present IT infrastructure, services and processes[2](https://www.manageengine.com/products/service-desk/itsm/what-is-itsm.html)[3](https://www.invensislearning.com/blog/it-service-management-overview/).
* **Create management practices** that are futuristic in nature[2](https://www.manageengine.com/products/service-desk/itsm/what-is-itsm.html)[3](https://www.invensislearning.com/blog/it-service-management-overview/).
* **Formulate a roadmap** to elevate the state of the business[2](https://www.manageengine.com/products/service-desk/itsm/what-is-itsm.html)[3](https://www.invensislearning.com/blog/it-service-management-overview/).
* **Create steps for the roadmap**[2](https://www.manageengine.com/products/service-desk/itsm/what-is-itsm.html)[3](https://www.invensislearning.com/blog/it-service-management-overview/).

Some of the benefits of IT service management are:

* [**Increased efficiency** by streamlining IT processes and eliminating waste4](https://www.gartner.com/smarterwithgartner/top-4-challenges-facing-it-infrastructure-leaders)[5](https://www.servicenow.com/products/itsm/what-is-itsm.html).
* [**Lower costs** by optimizing IT resources and reducing downtime4](https://www.gartner.com/smarterwithgartner/top-4-challenges-facing-it-infrastructure-leaders)[5](https://www.servicenow.com/products/itsm/what-is-itsm.html).
* [**Improved end-user satisfaction** by delivering value-added services and meeting service level agreements (SLAs)4](https://www.gartner.com/smarterwithgartner/top-4-challenges-facing-it-infrastructure-leaders)[5](https://www.servicenow.com/products/itsm/what-is-itsm.html).
* [**Enhanced communication and collaboration** by aligning IT goals with business objectives and fostering a culture of continual improvement4](https://www.gartner.com/smarterwithgartner/top-4-challenges-facing-it-infrastructure-leaders)[5](https://www.servicenow.com/products/itsm/what-is-itsm.html).