**IT Infrastructure Management**

**Week 4 Assignment**

1.Explain the primary activities in detail for financial management.

Answer 1: Financial management is the process of planning, organizing, directing and controlling the financial activities of an organization or an individual. It involves making decisions about how to raise, allocate and use funds to achieve the objectives of the entity. Some of the primary activities of financial management are:

* [**Financial planning**: Preparing the financial plan, which projects revenues, expenditures and financing needs over a given period1](https://openstax.org/books/introduction-business/pages/16-1-the-role-of-finance-and-the-financial-manager). Financial planning helps to determine the optimal capital structure, budgeting, forecasting and risk management of the entity.
* **Investment**: Investing the entity’s funds in projects and securities that provide high returns in relation to their risks[1](https://openstax.org/books/introduction-business/pages/16-1-the-role-of-finance-and-the-financial-manager). Investment involves evaluating the profitability, feasibility and desirability of various investment opportunities and selecting the best ones that match the entity’s goals and risk appetite.
* **Financing**: Obtaining funds from various sources, such as equity, debt, retained earnings or external sources, to finance the entity’s operations and investments[2](https://angolatransparency.blog/en/what-are-the-primary-activities-of-financial-manager/). Financing involves choosing the optimal mix of financing sources that minimizes the cost of capital and maximizes the value of the entity.
* **Dividend**: Deciding how much of the entity’s earnings to distribute to the owners or shareholders as dividends and how much to reinvest in the business[3](https://www.investopedia.com/ask/answers/050115/what-are-primary-activities-michael-porters-value-chain.asp). Dividend policy affects the entity’s cash flow, capital structure, share price and shareholder satisfaction.
* **Working capital management**: Managing the short-term assets and liabilities of the entity, such as cash, inventory, accounts receivable, accounts payable and short-term debt[4](https://talentedge.com/articles/top-5-activities-financial-management/). Working capital management ensures that the entity has enough liquidity to meet its current obligations and operate efficiently.

These activities are interrelated and require coordination and communication among the financial manager and other stakeholders, such as managers, employees, investors, creditors, customers and regulators. The financial manager’s role is to balance the conflicting goals of profitability, liquidity, risk and growth and to create value for the entity.

2.Write long notes on

a. Implementation cost of Service Level Management

b. Relationships with other service delivery processes

Answer 2a: Service level management (SLM) is the process of defining, agreeing, monitoring and improving the quality of IT services delivered to customers. SLM involves establishing service level agreements (SLAs) that specify the expected level of service performance, availability, reliability and security, as well as the roles and responsibilities of both the service provider and the customer. SLM also involves measuring and reporting on service levels, as well as taking corrective actions when service levels are not met.

The implementation cost of service level management depends on various factors, such as the size and complexity of the organization, the scope and duration of the project, the number and type of services and SLAs involved, the tools and techniques used for SLM, and the level of customization and integration required. Therefore, it is difficult to provide a general estimate of the implementation cost of SLM without knowing the specific details of each project.

However, some sources suggest that the implementation cost of SLM can range from $35,000 to $200,000 or more, depending on the level of solution and the extent of consulting, integration and testing involved[1](https://www.scnsoft.com/blog/servicenow-implementation-levels). For example, a basic out-of-the-box solution with minimal customization and integration can cost about $35,000[1](https://www.scnsoft.com/blog/servicenow-implementation-levels), while a more advanced solution with extensive customization and integration can cost over $200,000[2](http://www.comparehelpdesk.com/article/how-to-implement-service-level-management-at-low-cost/). Of course, these are rough estimates and may vary depending on the actual project requirements and conditions.

Some of the benefits of implementing service level management strategies are:

* **Clear expectations** between technology departments, business units and customers[3](https://www.indeed.com/career-advice/career-development/service-level-management)
* **Better measurements** of service quality standards[3](https://www.indeed.com/career-advice/career-development/service-level-management)
* **Clarified roles** for employees[3](https://www.indeed.com/career-advice/career-development/service-level-management)
* **Forecasting and executing costs** within a budget[3](https://www.indeed.com/career-advice/career-development/service-level-management)
* **Improved customer satisfaction** and loyalty[4](https://www.knowledgehut.com/blog/it-service-management/service-level-management)
* [**Enhanced communication** and collaboration4](https://www.knowledgehut.com/blog/it-service-management/service-level-management)
* [**Continual improvement** of service quality and value4](https://www.knowledgehut.com/blog/it-service-management/service-level-management)

Answer2b: Service delivery processes are the ITIL processes that ensure that IT services are delivered to customers in a consistent, efficient and effective manner. Service delivery processes include:

* **Service level management**: The process of defining, agreeing, monitoring and improving the quality of IT services delivered to customers. [Service level management involves establishing service level agreements (SLAs) that specify the expected level of service performance, availability, reliability and security, as well as the roles and responsibilities of both the service provider and the customer1](https://www.ibm.com/topics/it-infrastructure-library).
* **Capacity management**: The process of ensuring that IT resources are sufficient to meet the current and future demands of customers. [Capacity management involves planning, monitoring and optimizing the utilization of IT resources, such as servers, networks, storage and applications1](https://www.ibm.com/topics/it-infrastructure-library).
* **Availability management**: The process of ensuring that IT services are available to customers when and where they need them. Availability management involves designing, testing and maintaining IT services and components to minimize downtime and maximize reliability[1](https://www.ibm.com/topics/it-infrastructure-library).
* **IT service continuity management**: The process of ensuring that IT services can be restored or continued in the event of a major disruption or disaster. IT service continuity management involves identifying, analyzing and managing risks to IT services, as well as developing and testing recovery plans[1](https://www.ibm.com/topics/it-infrastructure-library).
* **Information security management**: The process of ensuring that IT services and data are protected from unauthorized access, use, disclosure, modification or destruction. Information security management involves defining, implementing and enforcing security policies, standards and procedures, as well as monitoring and responding to security incidents[1](https://www.ibm.com/topics/it-infrastructure-library).

Service delivery processes are closely related to service support processes, which are the ITIL processes that provide the day-to-day operational support for IT services. Service support processes include:

* **Incident management**: The process of restoring normal service operation as quickly as possible after an interruption or degradation of IT service quality. Incident management involves identifying, logging, categorizing, prioritizing, diagnosing, resolving and closing incidents[2](https://www.lucidchart.com/blog/itil-service-operations).
* **Problem management**: The process of preventing incidents from recurring or minimizing their impact by identifying and eliminating their root causes. Problem management involves analyzing incidents, finding solutions or workarounds, implementing changes and documenting knowledge[2](https://www.lucidchart.com/blog/itil-service-operations).
* **Change management**: The process of ensuring that changes to IT services or infrastructure are implemented in a controlled and coordinated manner. Change management involves assessing, authorizing, planning, testing, communicating and reviewing changes[2](https://www.lucidchart.com/blog/itil-service-operations).
* **Release and deployment management**: The process of building, testing and deploying new or changed IT services or components into the live environment. Release and deployment management involves defining, planning, scheduling, preparing, verifying and deploying releases[2](https://www.lucidchart.com/blog/itil-service-operations).
* **Service asset and configuration management**: The process of maintaining accurate and up-to-date information about the IT assets and configurations that support IT services. Service asset and configuration management involves identifying, recording, tracking, auditing and verifying assets and configurations[2](https://www.lucidchart.com/blog/itil-service-operations).
* **Service desk**: The function that provides a single point of contact for customers to report incidents, request services or seek information. Service desk involves handling customer inquiries, complaints and feedbacks, as well as providing technical support and guidance[2](https://www.lucidchart.com/blog/itil-service-operations).

Service delivery processes and service support processes are interdependent and need to work together to ensure the quality and continuity of IT services. For example:

* Service level management monitors the performance of IT services against SLAs and reports on service levels to customers and stakeholders. Service level management also works with capacity management, availability management, IT service continuity management and information security management to ensure that SLAs are realistic, achievable and aligned with business objectives[1](https://www.ibm.com/topics/it-infrastructure-library).
* Incident management relies on information from service asset and configuration management to diagnose incidents faster and more accurately. Incident management also works with problem management to identify recurring incidents or major incidents that require root cause analysis[2](https://www.lucidchart.com/blog/itil-service-operations).
* Change management coordinates with release and deployment management to ensure that changes are implemented in a timely and effective manner. Change management also works with service asset and configuration management to update the configuration records after a change is completed[2](https://www.lucidchart.com/blog/itil-service-operations).

3.What are the Major steps that are required to implement service level management?

Answer 3: Service level management (SLM) is the process of defining, agreeing, monitoring and improving the quality of IT services delivered to customers. SLM involves establishing service level agreements (SLAs) that specify the expected level of service performance, availability, reliability and security, as well as the roles and responsibilities of both the service provider and the customer.

Some of the major steps that are required to implement service level management are:

* **Gather the data**: Identify a SLM manager and form a team to spearhead the implementation. [The team must perform several duties, such as assessing the current state of IT services, identifying the needs and expectations of customers, analyzing the technical goals and constraints, determining the availability budget, creating application profiles, defining availability and performance standards, and defining common terms1](https://www.fortra.com/solutions/automation/infrastructure/itil/itil-version-2/service-delivery/service-level-management)[2](https://www.cisco.com/c/en/us/support/docs/availability/high-availability/15117-sla.html).
* **Plan**: Once you have collected and analyzed the data, you can develop a plan that outlines how to implement SLM. [The plan should include the scope, objectives, deliverables, roles, responsibilities, resources, timelines, risks and dependencies of the project3](https://www.knowledgehut.com/blog/it-service-management/service-level-management)[4](https://www.process.st/service-level-management/).
* **Prepare**: Before implementing SLM, you need to prepare the necessary tools, techniques and documents that will support SLM. This may include selecting or developing SLM software or tools, designing SLA templates or formats, creating SLA catalogs or portfolios, developing service reports or dashboards, and training staff or stakeholders on SLM[3](https://www.knowledgehut.com/blog/it-service-management/service-level-management)[4](https://www.process.st/service-level-management/).
* **Implement**: This is the step where you actually execute SLM according to your plan. This may involve negotiating SLAs with customers, documenting and signing SLAs, publishing SLAs in catalogs or portals, monitoring and measuring service levels, reporting on service levels to customers and stakeholders, and taking corrective actions when service levels are not met[5](https://www.indeed.com/career-advice/career-development/service-level-management)[3](https://www.knowledgehut.com/blog/it-service-management/service-level-management)[4](https://www.process.st/service-level-management/).
* **Operate**: This is the step where you maintain and support SLM on an ongoing basis. This may involve reviewing SLAs periodically, updating SLAs when necessary, resolving disputes or conflicts over SLAs, managing changes to SLAs or services, communicating with customers and stakeholders regularly, and ensuring compliance with SLAs[5](https://www.indeed.com/career-advice/career-development/service-level-management)[3](https://www.knowledgehut.com/blog/it-service-management/service-level-management)[4](https://www.process.st/service-level-management/).
* **Improve**: This is the step where you continually improve SLM based on feedback, lessons learned and best practices. [This may involve conducting customer satisfaction surveys, performing service reviews or audits, identifying improvement opportunities or gaps, implementing improvement actions or projects, and measuring and evaluating the results of improvement efforts](https://www.indeed.com/career-advice/career-development/service-level-management)

4.What is linear approach and cyclical approach?

A linear approach and a cyclical approach are two different ways of organizing and presenting information or knowledge. They have different advantages and disadvantages depending on the context and purpose of the communication.

A linear approach is a way of presenting information or knowledge in a sequential and logical order, from one point to the next, without repetition or deviation. A linear approach is often used in scientific, mathematical, or analytical fields, where clarity, accuracy, and objectivity are important. A linear approach can also be useful for explaining a process, a procedure, or a cause-and-effect relationship. A linear approach can help the audience follow the argument or the reasoning of the speaker or the writer, and avoid confusion or misunderstanding.

Some examples of linear approaches are:

* A linear model of curriculum development, which is a common practice in some educational systems. A linear model of curriculum development is a sequential process of devising objectives and plans, implementing them, evaluating them, and revising them if necessary[1](https://www.quora.com/What-are-the-differences-between-linear-model-and-cyclic-model-of-curriculum-development).
* A linear narrative structure, which is a common way of telling a story in literature or film. A linear narrative structure follows a chronological order of events, from the beginning to the end, without flashbacks or flash-forwards[2](http://www.francisbriers.com/blog/2010/8/16/3-cultural-learning-styles-linear-cyclical-and-holistic.html).
* A linear equation, which is a common type of mathematical expression that represents a straight line on a graph. A linear equation has the form y = mx + b, where m is the slope and b is the y-intercept[3](https://www.researchgate.net/publication/360877011_THE_EFFECT_OF_LINEAR_VERSUS_CYCLICAL_APPROACH_ON_LANGUAGE_PROFICIENCY_OF_IRANIAN_EFL_LEARNERS).

A cyclical approach is a way of presenting information or knowledge in a circular or repetitive manner, where the same points or themes are revisited or reinforced throughout. A cyclical approach is often used in artistic, spiritual, or cultural fields, where creativity, intuition, and diversity are important. A cyclical approach can also be useful for illustrating a pattern, a cycle, or a holistic perspective. A cyclical approach can help the audience appreciate the connections or the interrelationships among the different aspects of the topic, and stimulate their interest or curiosity.

Some examples of cyclical approaches are:

* A cyclical model of curriculum development, which is an alternative practice in some educational systems. A cyclical model of curriculum development is an iterative process of exploring topics and themes from different angles and perspectives, integrating various disciplines and methods, and encouraging reflection and feedback[4](https://www.researchgate.net/publication/352092622_The_effect_of_linear_vesus_cyclical_approach_on_language_proficiency_of_Iranian_EFL_learners).
* A cyclical narrative structure, which is an unconventional way of telling a story in literature or film. [A cyclical narrative structure does not follow a chronological order of events, but rather loops back to the beginning or jumps around in time, creating parallels or contrasts among different scenes2](http://www.francisbriers.com/blog/2010/8/16/3-cultural-learning-styles-linear-cyclical-and-holistic.html).
* A cyclical process, which is a common type of natural phenomenon that repeats itself over time. A cyclical process has the form of a closed loop or a feedback system, where the output influences the input. Some examples of cyclical processes are the seasons, the water cycle, and the carbon cycle.