**Unit 14: IT Service Delivery**

**A1 – IT Service Life Cycle**

*Btec Year 2*

**Teacher**: Ms. Rachel

# **Unit 14 Overview & Purpose**

"Be able to apply the principles and concepts of the IT service life cycle when defining and analysing IT service delivery requirements in a range of organisations and contexts".

*Btec specification.*

# **Project Management**

"A1 IT service life cycle

Understand that the IT service life cycle can be applied in a number of project management

methodologies, including: PRINCE2, Agile, rapid application development (RAD), lean and waterfall".

*Btec specification.*

But what does project management methodologies mean? What is project management? What defines something as a project rather than an Activity?

When searching for answers and answering questions it is ALWAYS about 5W1H. We will learn about this now [HERE](https://docs.google.com/document/d/1HbaCcxyHUW1Q9U56jEDh5oC8BpcNFRIn98l03fCgXFQ/edit?usp=drivesdk)

Here are some answers about Project management:

* <https://youtu.be/j72niEHuk-0>
* <https://youtu.be/qTQsdJFG4SQ>
* <https://youtu.be/9LSnINglkQA>

Downloads of the videos for your personal library are available [HERE](https://drive.google.com/drive/folders/14CGz322Xg_etehioP-wEQg7g5dLGNkEz)

* Create a folder inside U14A1 Called U14A1 Videos
* Create a folder inside U14A1 Videos called Project Management Videos
* Download the 3 videos there

Now in your own words answer the following questions in this worksheet, which should be opened and autosaved in your U14A1 Google Drive folder.

Use 5W1H to answer the following questions

*What is Project management, how does it differ from Business as usual?*

A:

…

*Why do you think good Project management is so important to projects?*

A:

…

*Can you name any project management methodologies?*

A:

…

# **Project Management Methodologies**

*What is a Methodology?*

* <https://youtu.be/eP9Nh5eIni8>
* <https://youtu.be/XuV0G0m82uQ>

A:

…

*Do you understand the difference between Method and Methodology?*

* <https://youtu.be/F2mHeudPGNI>

A:

…

*What are three Project management methodologies?*

* <https://youtu.be/oVgStx8aMqs>
* <https://youtu.be/5H5BJjGQ968>

1. …
2. …
3. …

*What is the difference between an Iterative and waterfall Methodology, and which would you choose for a coding project you were working on?*

A:

…

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