

It SErvice Management simple (for real)



Gabriel Rovesti

**Disclaimer**

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# 01 - Introduction

You can’t run business without IT and these need to be up themselves up and running. This needs organization and how to do this the best way possible. Many positions are much abstract and will be sought in the next/immediate future, comprehending knowledge from IT but also economics and other means (from engineers of data/robotics up to managers/developers/consultants).

Running a business is understanding the change when it happens and how to embrace it. Famous examples are Nokia, Blockbuster, Motorola (giants now fallen) and other have risen believing in their goals (Apple, Netflix, Tesla). It’s important to understand the dimensions of the challenge and also the role in all of this.

ITSM (IT Service Management, from now on and in header of file) is a very broad subject, for this reason we are going to explore in particular one of the most famous methodologies. In particular:

* The course is designed upon the official ITIL 4 Foundation textbook
* There are different objectives
  + To provide attendees with the ITSM foundation, methods and concepts
  + In a practical workshop environment
  + Using Real life Scenarios and Exams
* There is a lot of material
  + Slides of the course
  + Videos and multimedia
    - Based on ITIL 4
  + Web articles
* Exam methods
  + Multiple choice test (crosses) 🡪 ITIL 4 Foundation Test (prof. says it’s feasible)
  + Production of a small thesis on a real case (oral exam)
* Evaluation criteria
  + The written test evaluates the student's acquisition of the foundational aspects addressed during the course
  + The second test evaluates the student's ability to analyze and evaluate concrete aspects of the methodology taught and their application in real life cases
* ITIL 4 Foundation Test
  + 60 minutes
  + 40 questions, each question is worth 1 mark
    - ‘standardʼ
    - ‘missing wordʼ
    - ‘listʼ (2 correct items)
    - Very rarely, ‘negativeʼ (“what is NOT…”)
  + Pass mark: 65% or higher (26 marks or above)
    - levels 1 and 2 of Bloomʼs Taxonomy (understand/remember)
      * 9 questions at Level 1 (Recall) = 22.5%
      * 31 questions at Level 2 (Understand, Describe, Explain) = 77.5%

He says the order is important: first the test, then the thesis itself.

# 02 - Information System Governance

There are separate roles in the context of ITIL's Information System Governance:

1. *CISO (Chief Information Security Officer):* Responsible for overseeing cybersecurity strategy and implementation to protect the organization's information assets.
2. *CEO (Chief Executive Officer):* Sets strategic direction for the organization, ensuring IT initiatives align with business objectives.
3. *CIO (Chief Information Officer):* Manages IT strategy, systems, and services, ensuring alignment with business goals and compliance with regulations.
4. *CFO (Chief Financial Officer):* Manages financial activities, including budgeting for IT projects and assessing their budgetary impact.
5. *CMO (Chief Marketing Officer):* Develops marketing strategy, increasingly reliant on technology and data, which intersects with IT governance for compliance and strategic alignment.

Like industrial revolution, things constantly changed and, overtime, industrial revolution brought different waves of change. We’ve come to a 4th as of now, with intelligent system interconnected between them and other means of electronics and traditional industry, up to discussion of a 5th, based on AI and gathering of data.

Let's start by understanding what the *current global scenario* is. Why?

* Because the issues we are going to deal with are typical of extremely complex environments where it is never immediate to give an answer
  + complex questions are often followed by equally complex answers
* The aim is to rationalize and simplify needs and the Information System

Inside the business context, there are several factors to consider:

* Dynamism and complexity as structural elements
  + I do not have proper control of all elements
* Scenarios not definable a priori
  + Blind in a period of next ½ years
* New forms of business
* Collapse of the myth of planning as an antidote to complexity
* Multiple actors involved (e.g., shareholders, stakeholders, globalization ...)
* Management not ready to define requirements and operationally describe "strong" choices
* Digital economy (IT as a productive factor)
* Permanence of a gap between company needs and the Information System