

ITSM Seatwork 06 Quiz 1

A service manager must know the expectations of the customer. If you are a service manager of an IT service focused on installing networks, how would you address the following questions if you have a startup business as an ideal client.

1. How is the IT service delivered? What are the necessary steps before installing the network in the system?
-Before going into the specifics of installing a network, it is paramount to know the company's requirements. This ensures proper vision and steps taken installing a network system and prevents misalignment of objectives. In addressing the necessary steps taken, I should take into consideration what type of startup business I am working for.
2. How much does the service cost? Would the rate be lower since it is just a startup business?
-The cost of the service will depend on the scope of the network installation, such as the number of devices and the complexity of the layout. While our pricing follows a standard structure to ensure fairness, we do offer flexible packages and phased implementation options tailored for startups with limited budgets. Instead of lowering the rate outright, we provide scaled solutions where the client can choose essential components first and upgrade as their business grows.
3. Once an agreement and sales are made, how will the service team come into play? How would the relay and feedback of information before and after installation look like
-After the agreement is finalized, the service team conducts a pre-installation assessment to confirm the site layout and requirements, ensuring the solution fully aligns with the client's operations. During installation, the team provides regular updates to the client through scheduled check-ins, detailing progress, challenges, and any adjustments needed. Once the installation is completed, we conduct a walkthrough through a post-installation briefing to guarantee that the system meets expectations.