Know Your Industry (KYI)

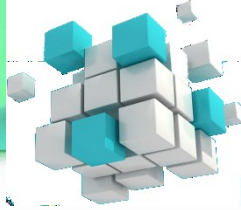## November 2015 – Managerial Case Study

IT Service Industry

Know Your Industry (KYI)

- This is known as Know Your Industry (KYI) issued by LearnCIMA.com

- This KYI is prepared to enhance your understanding about the information technology service industry with real world facts and information about the industry.

Content

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Introduction to Information Technology Industry

Information Technology (IT)

- Information technology (IT) is the application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data, often in the context of a business or other enterprise.
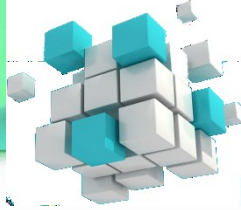
Source: Wikipedia

Information Technology (IT)

- The term is commonly used as a synonym for computers and computer networks, but it also encompasses other information distribution technologies such as television and telephones.

- Several industries are associated with information technology, including computer hardware, software, electronics, semi conductors, internet, telecom equipment, engineering, healthcare, e commerce and computer services.

Source: Wikipedia

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IT Service Provider

- In simple terms, IT service provider can be identified as an organization which plans, delivers, operates, controls and maintains IT services offered to customers.

Source: Wikipedia

Worldwide IT industry Leaders

Top global IT service providers

Rank	Name	Services Revenue ($m)	Country
1	IBM	37,347	USA
2	HP	34,678	USA
3	Fujitsu	26,935	Japan
4	CSC	16,281	USA
5	Accenture	15,555	Ireland
6	Capgemini	11,255	German
7	Hitachi	11,050	Japan
8	Ericsson	11,031	Sweden
9	NTT Data Corporation	10,425	Japan
10	NEC	9,555	Japan

Watson for Clinical Trial Matching

Uncover promising new approaches often unavailable outside of the clinical trial setting.

Watson for Oncology

Assistance for oncologists to make more informed treatment decisions.

Watson Discovery Advisor

Discovery Advisor makes connections and draws relationships between data sets.

Watson Explorer

Begin your journey toward becoming a cognitive enterprise.
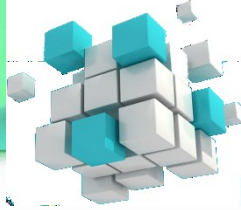
Watson Engagement Advisor

Transform the way people and organizations interact with the latest evolution of self-service.

Watson Analytics

Gain insights from a natural language-based predictive and visual analytic tool.
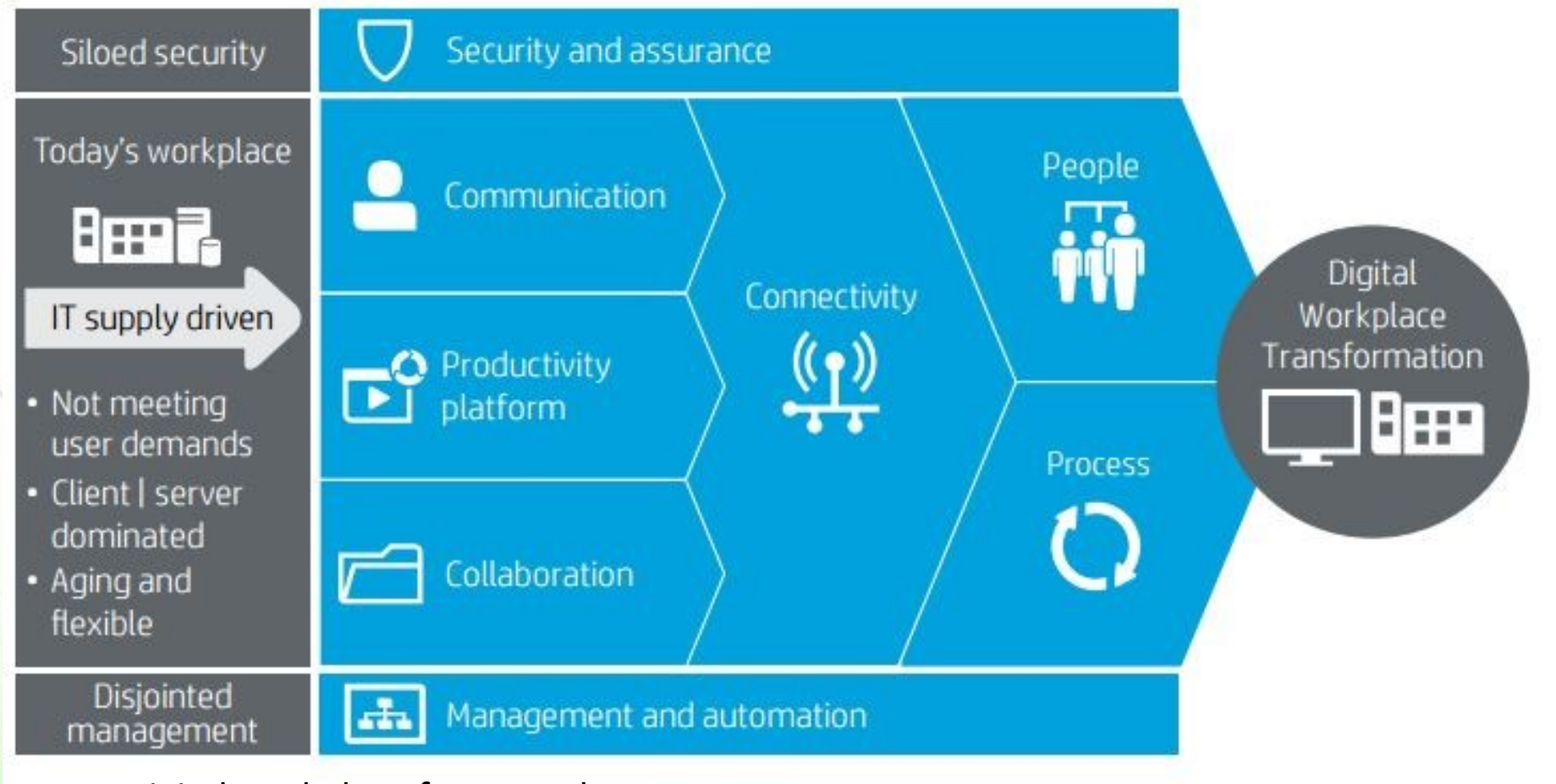
Source: www.ibm.com

HP - Storage

| Primary Storage | Back up, Recovery and Archive | Software Defined Storage | Enterprise Application Storage | Storage for Small and Medium Businesses |

Source: www.hp.com

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HP Digital workplace framework

Source: www.hp.com

Case related Industry Information and Examples

Kaspersky chief warns of increase in cybercrimes

October 2015

Russian online security specialist Eugene Kaspersky says cybercriminals will one day go for bigger targets than PCs and mobiles, sabotaging entire transport networks, electrical grids or financial systems.

The online threat is growing fast with one in 20 computers running on Microsoft Windows already compromised, the founder and chief executive of security software company Kaspersky Lab told AFP this week on the sidelines of a cyber security conference in Monaco.

Source: http://timesofindia.indiatimes.com/tech/tech-news/Kaspersky-chief-warns-of-increase-in-cybercrimes/articleshow/49206979.cms

June 2015

U.S. District Court Judge Jane Bond Arterton granted plaintiffs' motion for conditional certification in the Computer Sciences Corporation IT support worker overtime pay action.

CSC Overtime Pay Lawsuit Advances

A decade ago, CSC paid $24 million to settle an action that it misclassified thousands of its information technology support workers as exempt from overtime pay under federal and state hour laws. Nevertheless, a complaint filed in 2014 by current and former CSC IT workers charged that CSC misclassifies many information technology support workers as exempt even though they perform primarily nonexempt work such installing, maintaining, and/or supporting computer software or or hardware for CSC clients.

Source: http://www.lieffcabraser.com/blog/2015/06/federal-court-conditionally-certifies-collective-action-in-csc-technical-workers-overtime-pay-lawsui.shtml

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