

## Access Management – Activities




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- Requesting Access
- Verification
- Providing rights
- Monitoring identity status
- Logging and tracking access
- Removing or restricting rights

giving and maintaining access  
to the right info  
to the right person  
at the right time

## Service Operation Functions

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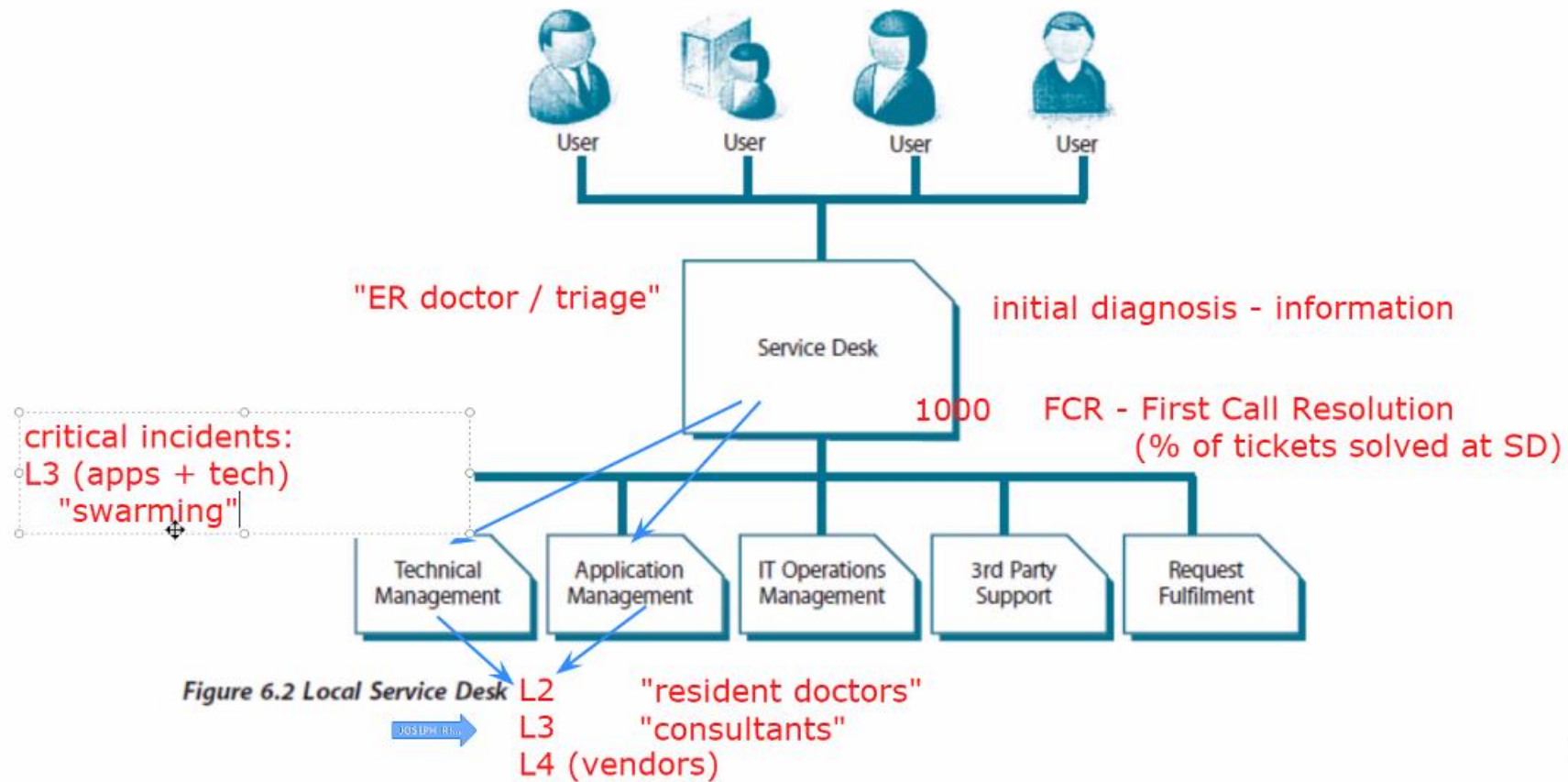
- Service Desk 
- Application Management 
- Technical Management 
- IT Operations Management

## Service Desk

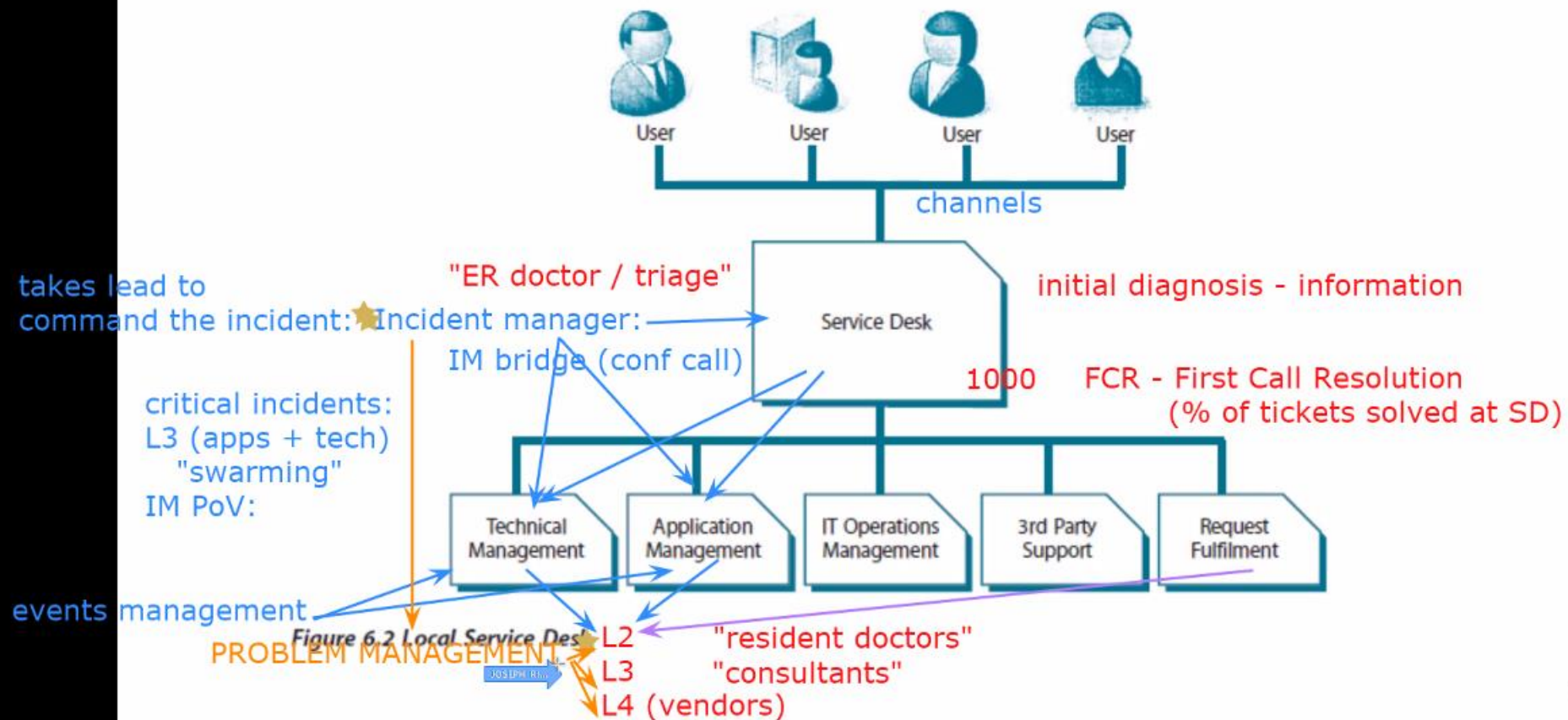
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- ✓ Primary point of contact
- Deals with all user issues (incidents, requests, standard changes)
- Coordinates actions across the IT organization to meet user requirements
- Different options (Local, Centralized, Virtual, Follow-the-Sun, specialized groups)

# Local Service Desk



# Local Service Desk



## ★ Centralized Service Desk

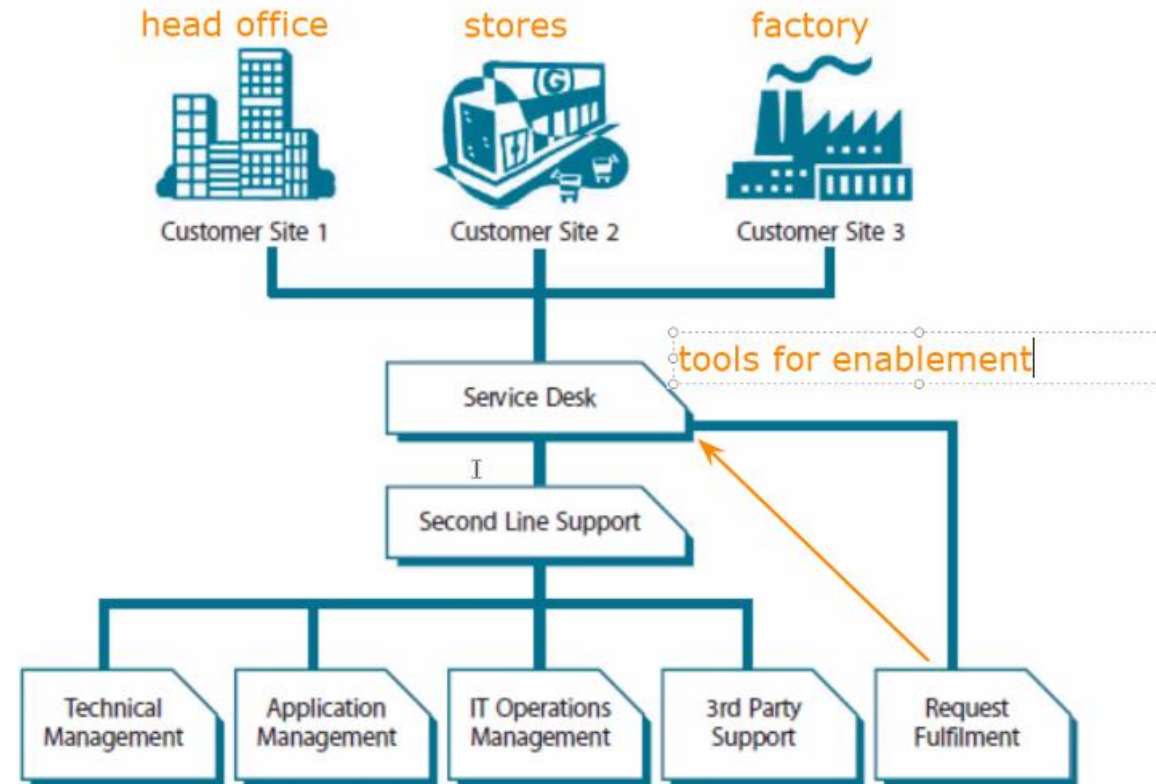


Figure 6.3 Centralized Service Desk

# Virtual Service Desk

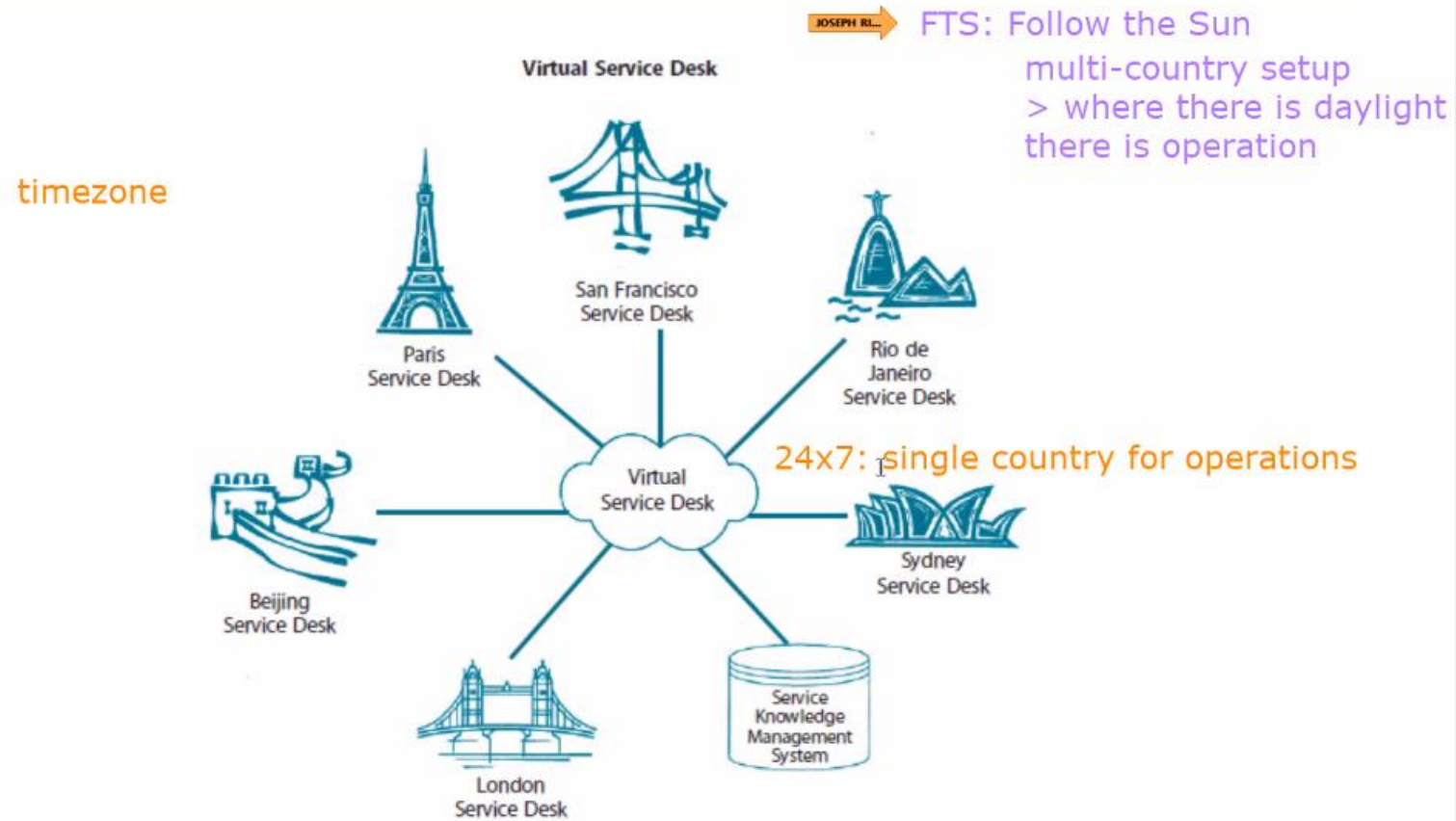


Figure 6.4 Virtual Service Desk



## Service Desk - Metrics

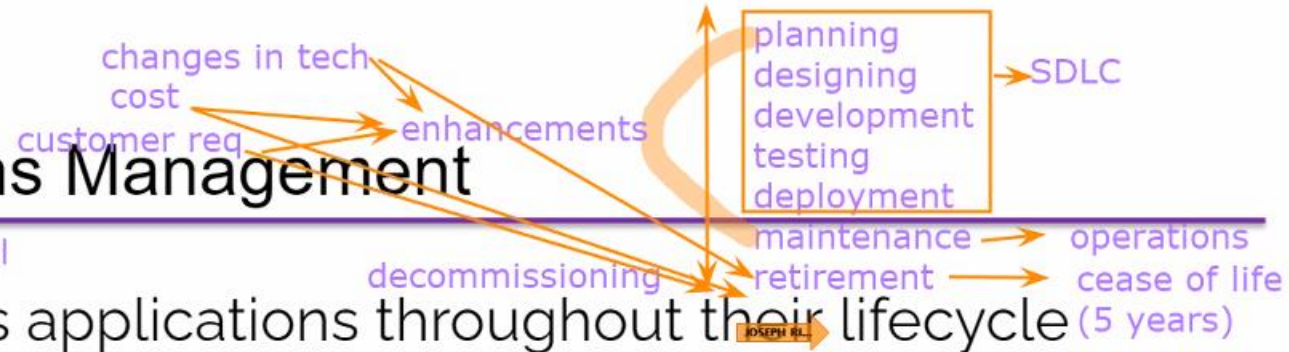
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- Periodic evaluations of health, maturity, efficiency, effectiveness and any opportunity to improve
- Some examples:
  - First-line resolution rate % tickets resolved at SD level
  - Average time to resolve and/or escalate an incident (in hours): periodic monitoring
  - Total costs for the period divided by total call duration minutes →
  - The number of calls broken down by time of day and day of week, combined with the average call-time



# Applications Management

Logical - code-level



- Manages applications throughout their lifecycle
- Performed by any department, group or team managing and supporting operational applications
- Role in the design, testing and improvement of applications that form part of IT services
- Involved in development projects but not usually the same as application development teams
- Provides resources throughout the lifecycle
- Guidance to IT Operations Management

## Applications Management – Objectives

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- Well designed, resilient, cost effective applications
- Ensuring availability of functionality
- Maintain operational applications
- Support during application failures

JOSEPH RL →



# Technical Management

business capacity management

## Infrastructure

The groups, departments or teams that provide technical expertise and overall management of the IT infrastructure

- Custodians of technical knowledge and expertise related to managing the IT infrastructure
- Provide the actual resources to support the IT Service Management Lifecycle
- Perform many of the common activities already outlined
- Execute most ITSM processes

★ Site reliability engineers - automation (infra + apps)  
- Google (events monitoring)  
- cost management (AI)

## IT Operations Management

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- The department, group or team of people responsible for performing the organization's day-to-day operational activities such as:
  - Console management
  - Job scheduling
  - Backup and restore
  - Print and output management
  - Performance of maintenance activities
  - Facilities management
  - Operations bridge
  - Network operations center
  - Monitoring the infrastructure, applications and services

## IT Operations Management - Objectives

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- Maintaining the “status quo” to achieve infrastructure stability
- Identify opportunities to improve operational performance and save costs
- Initial diagnosis and resolution of operational incidents

## IT Operations Management - Roles

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- IT Operations Manager
- Shift Leaders
- IT Operations Analysts
- IT Operators