Quiz for Monday, Week2; Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. SLA (Service Level Agreement), includes OLA, and UC

OLA stands for\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; It is for Internal Suppliers.

UC, stands for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; It is for External Suppliers.

1. For Class Project Phase 2: Process Flow Diagram (Team)

I, Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, belong to team #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My recommended flow to the team is as follows (Suggestions):

|  |  |
| --- | --- |
| **Step** | **Descriptions** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |
| 9 |  |
| 10 |  |
| 11 |  |
| … |  |

Quiz for Tuesday, Week2; Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Capacity Management:
2. It is about the balance of Supply and Demand.
3. It is about the balance of Cost and Capacity.
4. Both above.

1. For Class Project Phase 3: Proposal (Team)

I, Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, belong to team #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My recommended Proposal to the team is as follows (Suggestions):

|  |  |
| --- | --- |
| **Proposal Items** | **My Inputs** |
| Requirements |  |
| Issues |  |
| Stakeholders |  |
| Metrics For Improvement. |  |
| Opportunities For Improvement |  |

Quiz for Wed, Week2; Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Information Security involves:

1. Technology
2. People
3. Process
4. All of above.

For Class Project Phase 4: Critical Analysis (Individual)

I, Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, belong to team #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My critical analysis (6 IT Management subject) is as follows:

|  |  |  |
| --- | --- | --- |
| Article #, ID, Reference | IT Subject | Brief Summary of the article’s idea, and relevance to IT Service Management |
|  | cmdb |  |
|  | SLA |  |
|  | Incident |  |
|  | Change |  |
|  | Demand |  |
|  | Service Desk |  |

[As an example, to start, I recommend Bing/Baidu search: “it cloud cmdb”]

Quiz for Thur, Week2; Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Which of the following agencies are vital to daily IT Service Continuity? (Circle correct answers)

1. Electric Utility Service Providers.
2. Internet Service Providers.
3. Government Agencies.

For Class Project Phase 5: Service Level Agreement (SLA) (Team)

I, Student Name, ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, belong to team #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My inputs to the SLA are as follows:

|  |  |
| --- | --- |
| SLA Agreement Entry | My Inputs |
| Predictable Levels of Responses |  |
| Availability of Cloud Service |  |
| Cloud Service Maintenance |  |