Waqas rasheed khan

22-11004

Technology management section A

Assignment

**Technology Management**

**Problem Statement:** Explain the field of Technology Management and how the concepts of IT operations management, IT service management and IT asset management are related and do write their differences as well. You also need to determine the role of an IT Manager in the IT operations management and IT service management.

**Part (A**) Explanation of the concepts **“Technology Management”**, **“IT Operations Management**”, **“IT Service Management”** and **“IT Asset Management”**

**Technology Management**

The term TM has been characterized as a blend of engineering and management science disciplines with the aim of planning, developing, and implementing technical capabilities that will allow the organization to accomplish its strategic and operational goals. Consequently, TM is a collection of management practices that In order for businesses to manage their technical foundations and gain a competitive edge, the benefits should include openly acknowledged from the start

**IT Operations Management**

An organization's unique applications, services, storage, networking, and connectivity requirements are all part of IT operations management (ITOM). In other words, IT operation management is in charge of ensuring the efficient operation of the operational and infrastructure environments that support the deployment of applications to internal and external customers, including network infrastructure, server and device management, computer operations, IT infrastructure library (ITIL) management, and help desk services for an organization.

**IT Service Management**

All the tasks completed, planned, delivered, operated, and managed by a company in order to offer stakeholders IT services is referred to as IT service management, or ITSM. According to the ITSM model, the IT division is frequently viewed as a service desk. In a nutshell, ITSM offers customers value in the form of IT services that are in line with the corporate goals.

**IT Asset Management**

The process of making sure an organization's assets are tracked, installed, maintained, improved, and disposed of as needed is known as IT asset management (ITAM). Simply said, it involves ensuring that your organization's important assets both material and immaterial are monitored and utilized.

**Part (B) Relationship of all the defined / explained concepts**

The TM tool looks like this: Technology readiness levels related to technology radars, S-curves, roadmaps, patent analysis, technology taxonomies, asset libraries, IT service management, IT operations management Two of the most discussed topics among IT professionals are IT services Management (ITSM). IT Operations Management (ITOM). ITSM and ITOM are inseparably intertwined, similar, different and equally important to his IT success in the enterprise.

ITSM focuses on how IT teams deliver services, while ITOM focuses on event management, performance monitoring, and the processes IT teams use to manage themselves and their internal activities. I'm here. ITSM is more extroverted and visible to people outside of IT. Another thing that the two definitions make clear is that ITSM and ITOM are closely related. Organizations can use one without the other, but they are more likely to face managing and performing both types of tasks on a daily basis. This means that, as with nearly all his IT-related tasks and functions, silos and separate bureaucracies aren't the ones that drive the greatest efficiency or business value. ITSM and ITOM are different roles, but they must be managed in a coordinated, integrated and collaborative way. IT Asset Management (ITAM) and IT Service Management (ITSM) are important for any organization that uses IT resources to support business goals. If you are building, extending, or modifying an IT asset management solution or an IT service management solution, consider integration options for both solutions. With the right tools, you can automate your IT processes to support your IT resources and improve efficiency and control while reducing costs and errors caused by analyst manual tasks

**Part(C)** Explanation of the role of **“IT Manager” in “IT Operations Management**” and “**IT Service Management**

IT managers have a wide range of responsibilities in all types of businesses, primarily focused on organizing, implementing, and maintaining the computer systems, networks, and applications that support business operations. The focus varies slightly from company to company, but most also include managing teams of IT professionals. **IT manager's role** in **IT operations management** is to ensure the correctness and completeness of related hardware and software applications. Regularly review system security. System audits often work with IT auditors to manage the department's annual budget and report this information to senior management. Initiation and management of large-scale IT projects, such as system upgrades and migrations, according to business needs and budgetary constraints. Evaluate opportunities for improvement through inspirational leadership and innovation in IT products and processes The **IT Service Manager** should be responsible for **the ITIL Service Management** functions for service design, deployment and migration. It advocates ITIL control processes for problem, change, release, and configuration management to deliver outcomes that can meet business and operational goals and ensure that IT governance and controls are effective. The IT Service Manager is responsible for delivering and managing service delivery improvement plans and managing risks and issues. We support any change through effective communication and coordination at all levels of the organization. If necessary, also to the deputy responsible for service delivery