

INTRODUCTION TO IT SERVICE DELIVERY



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Unit 14 – IT Service Delivery

This is a **SYNOPTIC UNIT**.

This means it relies on knowledge that you have gained in other units, such as:

- Databases
- Spreadsheets
- Programming
- Cloud Computing

You will need to give an answer using information you are comfortable with.

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How Does The Assessment Work?

Imagine you are making dinner for friends:

- You are cooking for 5 people
- 2 of them are vegetarian
- One has an allergy to peanuts
- You don't have a lot of money to spend.

This is your **SCENARIO.**

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What Are You Going To Do?

You have lots of options. You could:

- Make potato and leek soup
- Make a quinoa salad
- Make a vegetable curry
- You decide to make **POTATO AND LEEK SOUP.**

This is your **SOLUTION.**

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How Are You Going To Do It?

You will need to be able to:

- Peel and chop your vegetables
- Boil water
- Simmer your vegetables
- Add salt and pepper and serve.

Your guests will need to be able to:

- Eat the soup

This is your IT SERVICE STRATEGY.



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What Are You Going To Need?

You will need:

- A saucepan and a knife
- Potatoes & leeks
- Water
- Salt & pepper
- A hob

This is your IT SERVICE CATALOG.



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What Order Will You Do Things?

You will need to:

- Peel your potatoes first
- Bring the water to the boil
- Chop the potatoes and leeks
- Simmer them for 20 mins
- Add your salt and pepper
- Serve.

This is your IT SERVICE SOLUTION.

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How Do The Solution & Strategy Differ?

Good Question.

The solution is what you are going to do.

The IT service strategy is what do people need to be able to do.

The IT service catalogue is what equipment do you need to carry out the strategy.

The IT service solution is how are you going to actually do the thing.

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Let's Look At a Proper Example

You are hired to design an IT Service strategy for a company.

The company wants to start taking online orders and process payments securely.

They currently take orders over the phone & record bookings in an Access database.

They do not have a lot of technical expertise in the company.

They do have a lot of money to spend.

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Class Task – The Solution

In small groups, identify different ways to solve this problem.

You will only pick one of them.

This will be your recommended solution.

TIME: 10 Minutes

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Class Task – The Solution

Suggested Answer

You will need some form of website and database server.

You could:

- Host the database and webserver on the company premises
- Host the database server in the company, and have the website hosted by another company
- Use a cloud-based database server and website.

To reduce costs you decide to use **a cloud-based database & website.**

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Class Task – The IT Service Strategy

In small groups, identify different things the business/client will need to be able to do with this system.

This will be your IT strategy.

TIME: 15 Minutes

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Class Task – The IT Service Strategy

Suggested Answer

Customers will need to be able to log in securely

Should anything go wrong, the error handling of the system will deal with things

Customers will need to be able to place an order securely

Transaction processing by the database

Payment information will need to be transmitted to the database securely

Compliance with GDPR and the Computer Misuse Act

Payment information will need to be stored securely

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Class Task – The IT Service Catalog

In small groups, identify different hardware/software components you will need to build the solution.

This will be your IT service catalogue.

TIME: 20 Minutes

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Class Task – The IT Service Catalog

Suggested Answer

A website with a secure login area

A cloud provider with good security

A secure host for the website/database

Reliable backups for the database

A secure HTTPS website connection

Good user account & password policies

A database program e.g. MySQL

Online ordering & payment software.

Encryption of the data in the database

A firewall and router for the business.

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Class Task – The IT Service Solution

In small groups, identify as many tasks for implementing the solution as you can.

This will be your IT service solution.

TIME: 20 Minutes

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Class Task – The IT Service Solution

Suggested Answer

Design the database, normalised to 3rd NF

Add payment software e.g. PayPal

Find somewhere to host the website/database

Ensure the company's digital certificate is valid

Ensure the database is encrypted

Create documentation for legal compliance

Create the website

Create data breach & disaster recovery policies

Ensure the website connection is using HTTPS

Set up the company firewall

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Finally...

You will need to evaluate your solution.

You will need to discuss the impact of your solution.

We'll look at these in more detail in future presentations.

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