

**ALLAMA IQBAL OPEN UNIVERSITY, ISLAMABAD**  
**(Department of Computer Science)**

**WARNING**

- 1. PLAGIARISM OR HIRING OF GHOST WRITER(S) FOR SOLVING THE ASSIGNMENT(S) WILL DEBAR THE STUDENT FROM AWARD OF DEGREE/CERTIFICATE, IF FOUND AT ANY STAGE.**
- 2. SUBMITTING ASSIGNMENTS BORROWED OR STOLEN FROM OTHER(S) AS ONE'S OWN WILL BE PENALIZED AS DEFINED IN "AIOU PLAGIARISM POLICY".**

**Course: IT Services Management (3472)**  
**Level: MBA-IT**

**Semester: Spring, 2014**  
**Total Marks: 100**

**ASSIGNMENT No. 1**  
**(Units 1–4)**

*Note: All questions carry equal marks.*

- Q.1 What is the main objective of Information technology? Why can new information system be considered planned organizational change? Discuss in detail.
- Q.2 What are the organization, management and technology dimensions of information systems? What major disciplines contribute to an understanding of information systems?
- Q.3 Why should managers study information systems? What is the relationship between an organization and its information systems? How is this relationship changing over time? Discuss.
- Q.4 Describe some of the major changes that information systems are bringing to organizations. How are information systems changing the management process?
- Q.5 What do we mean by the information architecture of the organization? Identify and describe the four levels of the organizational hierarchy. What types of information systems serve each level?

**ASSIGNMENT No. 2**

**(Units 5–8)**

**Total Marks: 100**

*Note: All questions carry equal marks.*

- Q.1 Describe the various ways that information system can be used to support business-level strategies. Describe the role of information systems in supporting strategy at the firm level.
- Q.2 What is an organization? Describe the two factors that explain why organizations adopt information systems.

- Q.3 Describe each of the behavioral theories that to help explain how information systems affect organizations. What are their limitations?
- Q.4 What is the relationship between information systems and organizational culture?  
What is the relationship between information systems and organizational politics?
- Q.5 What aspects of organizations addressed by various theories of organizations must be considered when designing an information system? Describe the functions performed by knowledge work and office automation systems.
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### **3472/3526 IT Services Management**

**Credit Hours: 3(3+0)**

**Recommended Book: (Information Technology Management Services, Compiled by Mohammad Tariq Abbasi)**

#### **Course Outline:**

**Unit 1: Introduction to IT Services Management**

Organizations and Information  
Information Technology Management  
Technology Assimilation

**Unit 2: Developing an IT Strategy**

Considerations in Strategy Development  
Strategies and plans, Types of strategy  
Requirements of a Strategy Statement  
The strategy Maintenance Process  
The IT Strategy Statement

**Unit 3: IT Planning**

The planning Horizon  
Operational Plans and Controls  
A Planning Model for IT Management  
Critical Success Factors  
Business System Planning

**Unit 4: Successful End – user Computing**

Issues of end User Computing  
Organizational Changes, Down Sizing  
Office Automation, People Considerations

**Unit 5: Problem, Change and Recovery Management**

Problem Definition  
Problem Management Reports  
Change Management, Recovery Management  
Contingency Plans, Recovery Plans

**Unit 6: Managing Production Operations**

Managing Systems  
Performance Management  
Capacity Management

**Unit 7: Developing and Managing Customer Expectations**

Tactical Operational Concerns  
Expect Ions, Service-level Agreements  
**SLA Contents:**  
Schedule and Availability  
Timing, Workload Forecasts  
Measurements of Satisfaction

**Unit 8: Selected Topics**

- a) Crises Management
- b) Cost/benefit Analysis
- c) Project Management
- d) User Participation Approaches

**Unit 9: Case IT Services in Organizations**

IT Services Case Study

**Note:** Teacher shall find out Case Studies on IT Services Management. The student shall prepare report and submit to teacher/ presentation in the class.