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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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**Approvals**

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# Introduction

Information Technology (IT) Operation Management is a process or set of processes that ensure the delivery of agreed-upon services to authorized users. The goal of IT Operations Management is to provide these services in an effective and efficient manner while meeting or exceeding customer expectations. This includes maintaining the availability and performance of systems and services, managing changes, and ensuring compliance with service level agreements (SLAs). To achieve this goal, IT Operations Managers must have a strong understanding of both the business and technical aspects of their organizations.

# Purpose

Operation management strives to reduce the need for infrastructure changes, allowing the status quo to be maintained and service disruptions to be minimized. It also seeks to improve the IT infrastructure and service quality by imposing the necessary changes.

# Responsibilities and Functions

## Network Infrastructure

* All networking functions linked to internal and external communications are included in network infrastructure.
* Internal telephone system management.
* Providing authorized users with remote access to the organization's network.
* Internal and external telecommunications management for the organization
* Port management is used to make it easier to connect to external servers.
* Identifying and resolving any faults with network resources, as well as monitoring them.

## Server and Device Management

* Server administration
* Storage and network administration.
* Setup and authorization for the file server and email.
* Devices such as laptops, desktop computers, and mobile computing devices were approved by the organization's management.

## 3.3 Computer and Helpdesk-related operations

* Management of data centers and facilities
* Management of the help desk
* Users are assigned.
* Providing configuration audit inputs.
* Management of backups
* IT service availability is high, and disaster recovery is well-managed.

# IT Operations Processes

* Run solutions- The goal of your IT operations team is to keep your company's solutions running in production.
* Manage Infrastructure-The solutions you build and acquire, as well as the infrastructure (hardware, software, network, cloud, and so on) that those solutions run on, make up your IT ecosystem. This infrastructure must be looked after (and evolved).
* Manage configurations- To facilitate impact analysis of any proposed modifications, you must first understand the structure of your IT environment, including the dependencies between various components of it.
* Evolve infrastructure- Over time, you'll upgrade databases, operating systems, hardware components, network components, and other aspects of your IT architecture. This can be a risky venture due to the considerable coupling of your solutions to your infrastructure, and infrastructure components to other aspects of your infrastructure (hence the need to identify the potential impact of any change before making it).
* Mitigate Disasters- Organizations that are disciplined will prepare for operational disasters. Server failures, network connectivity outages, power outages, etc. are possible calamities. Disciplined organizations will simulate disasters to see how effectively their disaster mitigation methods function in practice.
* Govern IT operations- The other parts of operational activities must be actively governed. Operational governance is an important component of your company's overall IT governance and control initiatives.

# Operations schedule

Tasks that can be implemented to ensure smoother operations of the IT Systems.

|  |  |  |
| --- | --- | --- |
| **Tasks #** | **Description** | **Schedule** |
| 1 | Ensure all devices are running at its fullest | Daily |
| 2 | Check the network connectivity of internet devices | Weekly |
| 3 | Perform full database checkup | Daily |

# Backup Schedule

Regular backups ensure data is not lost on hard drives. Creating a backup schedule will ensure you maintain the confidentiality of data.

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Backup** | **Schedule** | **Comments** |
| Desktops | Full backup running | Weekly | Desktop functioning very slow |
|  |  |  |  |
|  |  |  |  |

# Inspection Report

An inspection report describes a building or object and is written by a company that performs inspections for a client. Inspection reports are one of the most critical instruments for guaranteeing construction, facility, and product quality.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item Inspected** | **Status** | **Date** | **Reported by** | **Comments** |
| Anti- virus | On schedule | 12/1/22 | System engineer | Anti-virus updated to latest version |
| Laptops | Requires repair | 4/2/22 | IT Hardware analyst | Laptop facing lagging issues |
|  |  |  |  |  |

# Operations task checklist

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task** | **Assigned to** | **Priority** | **Escalation** | **System** | **Comments** |
| Check hardware configuration | IT Officer | **Low** | IT manager | Laptop | Configured |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Problem Record

**The problem record template** records a separate problem which the service desk encountered and lists the detailed information related to it.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Record Details** | | | | | |
| **Recorded By:** | Sasha Miseznikov | **Recorded On:** | | 02-Feb-2018 | |
| **Role:** | Web Technician | **Problem Occurred On:** | | 01-Feb-2018 | |
| **Priority:** | **High** | **Duration:** | | 30 Hours | |
| **Category:** | IT Equipment; Wi-Fi; Communications; Network | | | | |
| **Affected business areas:** | Entire office team | | **Problem owner:** | | Swapnil Wale |
| **Problem Description:** | All the users on the 5th floor of the south wing of the Blue building reported that they experienced many disconnections and slow connection to the Wi-Fi, resulting in frequent disruptions to their workday | | | | |
| **Corrective Actions:** | The service desk alerted the network technician about the slow connection complaints. The technician arrived on-site 17 hours after the initial complaint was registered. The tech ran a diagnostic check and realized that a switch in the system was faulty and slowed the Wi-Fi speed considerably. He then replaced the switch, and the problem was fixed. | | | | |
| **Lesson Learned:** | Periodically check the switches on all the Wi-Fi nodes in the building. The manufacture recommends performing this once a year. | | | | |

# 10 Incident Record

Incident records document all significant events and near misses that occur from accidents to customer service issues. They can be used to improve safety and prevent future incidents.

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident record** | | | |
| **Recorded By:** | Sasha Miseznikov | **Recorded On:** | 02-Feb-2018 |
| **Service desk agent:** | Web Technician | **ID** | 2.4 |
| **Priority:** | **High** | **Configuration item affected by incident:** | Router |
| **Category:** | IT Equipment; Wi-Fi; Communications; Network | | |
| **Subject:** | Internet shutdown during work hours | | |
| **Affected business areas:** | Entire office team | | |
| **Incident Description:** | All the users on the 5th floor of the south wing of the blue building reported that they experienced many disconnections and slow connection to the Wi-Fi, resulting in frequent disruptions to their workday | | |
| **Corrective Actions:** | The service desk alerted the network technician about the slow connection complaints. The technician arrived on-site 17 hours after the initial complaint was registered. The tech ran a diagnostic check and realized that a switch in the system was faulty and slowed the Wi-Fi speed considerably. He then replaced the switch, and the problem was fixed. | | |
| **Lesson Learned:** | Periodically check the switches on all the Wi-Fi nodes in the building. The manufacture recommends performing this once a year. | | |