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## IT Management

### Exercises

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### Exercise 1 (True / False)

Question	True	False
A project can start once the business has a good idea		
IT strategy can be defined as a process		
CobiT includes 5 elements (Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement)		
According to the 5 Forces Analysis of Porter, suppliers can be a threat for a company		
When I go to the bakery, I buy a service		
The availability of a service takes only the planned interrupts into account		
A CMDB includes SW and user information		
BSC describes and measures the maturity of a process		
A phased approach for project management is not compatible with an agile development practice		
In most of the cases, IT and Business have to play their roles in order to have IT processes in place		
The ROI calculation considers only costs.		
The modelling of IT processes should be consistent with the design of business processes.		
The reporting of IT process KPIs should be done "bottom-up" to make sure that each process is properly reported.		
BSC encompasses 4 dimensions: PO (Plan & Organise), AI (Acquire & Implement), DS (Deliver & Support) and ME (Monitor & Evaluate).		
CSFs ensure the strategic alignment of proposed projects with the corporate strategy.		
Mintzberg's model presents the hierarchy of needs to explain human motivation.		
In terms of governance, IT processes need the involvement of business.		
The IT strategy can be considered as the wheel to align business and IT.		
Outsourcing of IT services should always be the first option to be assessed.		
The service catalogue gives not only a description of the services but also presents prices and quality levels.		
BSC describes and measures the maturity of a process		
An IT Outsourcing can lead to a reduction of costs, especially in terms of investments or recruitment		
Different representations (Flow, swim lane, circle) can be used to design processes		
CobiT includes 5 elements (Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement)		
An SLA gives information about the nature of a project, its costs and its benefits for the company		
The availability of a service takes planned and unplanned interrupts into account		
SIPOC is a tool used to identify responsibilities in a process in terms of Responsible-Accountable-Consulted-Informed		
CMDB is a repository that acts as a data warehouse for IT organizations		
Mintzberg's model describes the hierarchy of needs		
BSC is a strategy performance management tool used by managers to keep track of the execution of activities		

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### Exercise 2

Give the five competitive forces of **Porter's Model** and explain the model

### Exercise 3

What is a SWOT Analysis?

- What means SWOT?
- When can it be used?

### Exercise 4

What is a "make-or-buy" decision?

- What should be taken into account?
- What are the advantages and disadvantages of "make"?
- What are the advantages and disadvantages of "buy"?

### Exercise 5

Give the advantages and disadvantages of **outsourcing**