KNOWDigital

IT Processes

Exercises

Exercise 1

What are the five techniques to design a process?

Exercise 2

What means SIPOC?

Exercise 3

What means RACI?

Exercise 4
Design the "Application Development" Process with a Flow Chart

Exercise 5
Design the "IT Supplier Management" Process with a Swim Lane Graph

Exercise 6
Design the "IT Quality Management" Process with a Cycle Graph

Exercise 7
Design the "Incident Management" Process with a SIPOC Graph

Exercise 8
Design the "problem Management" Process with a RACI Graph

Exercise 9
Discuss the advantages and disadvantages of implementing the IT processes in a bottom-up or a top-down approach