

Jihočeská univerzita
v Českých Budějovicích
University of South Bohemia
in České Budějovice

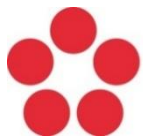
Information Systems Strategy and Management

BUSINESS INFORMATICS SERVICES CONTROL



EVROPSKÁ UNIE
Evropské strukturální a investiční fondy
Operační program Výzkum, vývoj a vzdělávání



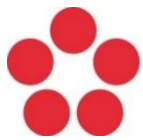


Structure of ICT services and design of ICT services architecture

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- The objectives of the ICT services architecture of a user organization and ICT service-specialized provider vary. The objective of the user organization is to provide (internally or externally) at an affordable price, all the services required by business processes and to integrate these services.
- An activity that has the greatest impact on the relationship between business informatics and a business is the creation of an ICT services architecture. The creation of an ICT services architecture is part of the IS/ICT strategic management and determines:

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- which ICT services will be provided in at a business

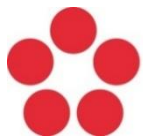


Structure of ICT services and design of ICT services architecture

- The basic categorization used to define ICT services in a service architecture is the categorization per the ICT service subject.
- This categorization divides ICT business services into information, application, infrastructure, support, and mixed services.

Records of ICT business services are contained in the service catalogue. In the catalogue, at least the following attributes are tracked for every service:

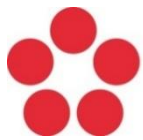
- service identification,
- service name,
- service category (information, application, infrastructure, support, mixed),
- external/internal,
- service state (planned from, in progress from),
- service owner,
- service version.



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In a separate document (SLA - for details, see chapter 11.2), the following parameters are defined for every ICT service:

- customer (business process, business unit, business partner),
- user category,
- supplier,
- service effects and metrics,
- content - functionality/data, training, service centre services, etc.,
- volume - number of users, data volume, number of transactions, etc.,
- quality - availability, response time, reliability, safety, etc.
- price - basic price and influence of volume and quality characteristics on price,



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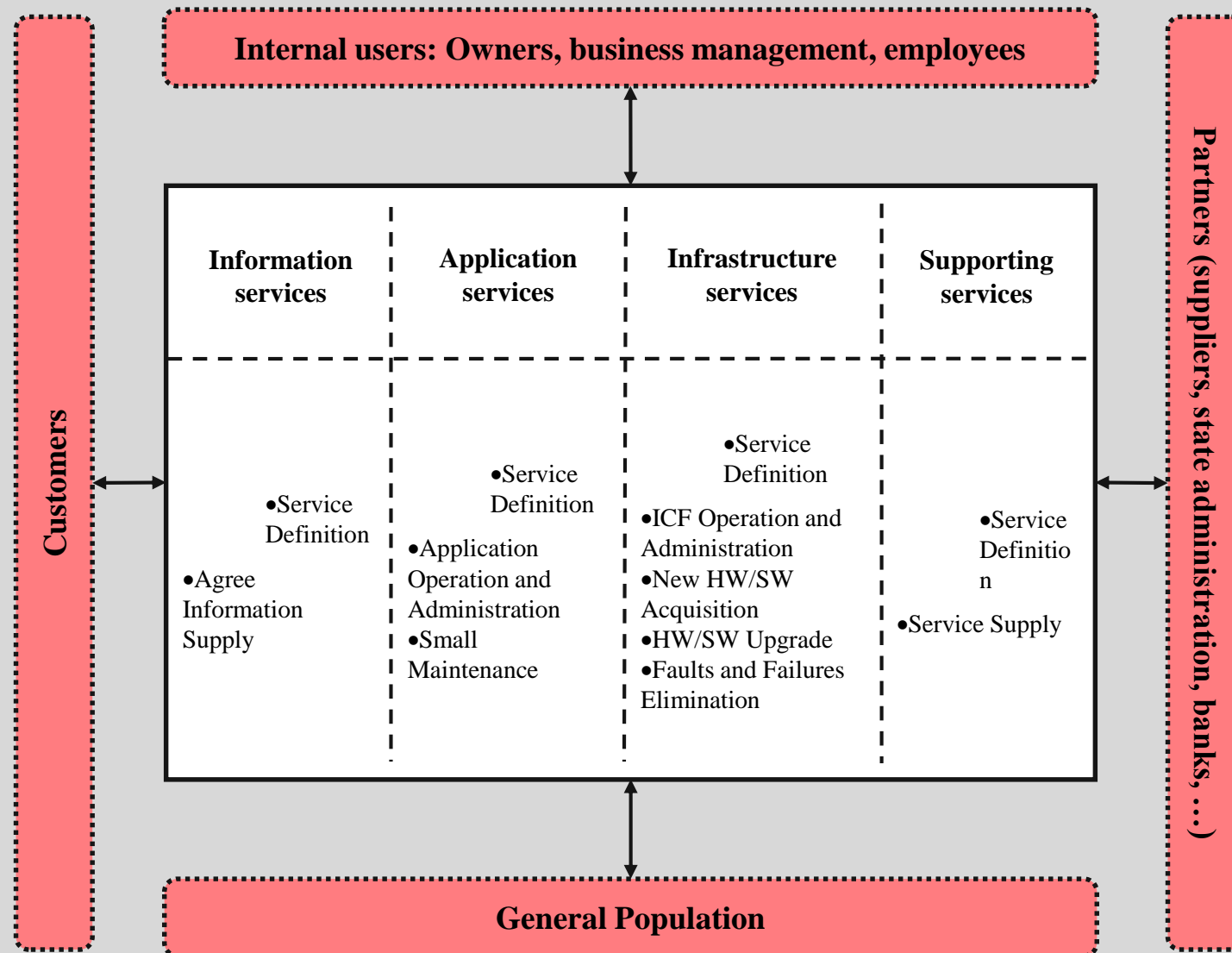
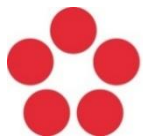
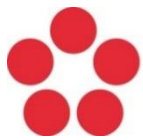


Figure 11-1 ICT Services and their users and the main operations above the service -(Voříšek k. , 2015)



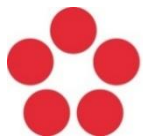
From the business point of view, the most important ICT services are information and application services. There are three ways of application services structuring:

- application services correspond to the structure of business processes and their sub-functions (or activities). In a not too extreme case, this means that for every business process one application service is defined,
- application services correspond to the structure of software used to provide the services, i.e., every software package or software module comes with its application service,



ICT Service Definition

- The service architecture and service catalogue creation is followed by the definitions of the individual ICT services.
- The ICT service definition describes all the essential parameters of a delivered service.
- The agreement specifies what the provider is obliged to deliver to the customer, to what extent, in what quality, and how much the customer will pay for it.



The basic SLA structure per the MMDIS methodology is as follows:

- identification answers the question, "Who provides his service to whom?",
- goals, effects - specify, "Why is the service provided?",
- content - says, "What?" and "How is the service provided?",
- volume - answers the questions, "Where?", i.e., in which locations and to which users is the service provided, and "How much?", i.e., what is the total volume of service during a given period,
- quality - specifies "With what availability, response time, reliability, and security is the service provided?",