description levels (I):
level concept and process orientated approach (I)

- Structuring in Levels:
  - Process orientated Approach:
    - Business Process?
    - Process?
    - Sub-Process?
    - Process Step?
  - Framework:
    - Element
    - Relationship
    - High Level Abstraction
    - Individual Way of Structuring
Business Process and Process:

- Business Processes are:
  - Typically the Top Level of a Process Hierarchy
  - Important Topics within a Process Environment

⇒ *The* Problem Area of the Particular Management System

Processes:

- Normally Cross-Department,
- Named as Main Processes, too
- More Details in Sub-Levels
description levels (3):
level concept and process orientated approach (3)

- Structuring of Processes:
  - Process
  - Sub-Process (n‘th Order)
  - Workplace-based Transaction
description levels (4):
derivation of management handbooks (1)

- (Management) System Documentation:
  - All Required Specifications
  - In Written Form
  - For a Particular Management System
  - Appearance of System Documentation: Management Handbook
Method “Management Handbook”:
- Compilation of Best practices
- Continuous Up Dates

⇒ In Ideal Case the Representation of the specific Knowledge of a Management System
⇒ Easy Access to Up-to-Date and Consistent Best Practices – One of the Substantial Requirements of Management Information Systems
Distinction of Term “Management Handbook” in:

- Management Handbook in the Broader Sense
- Management Handbook in the Narrow Sense
description levels (7): derivation of management handbooks (4)

- Composition (1):

  - I) Bezeichnung, Zweck und Anwendungsbereich
  - II) Inhaltsverzeichnis
  - III) Einführung und Ziele
  - IV) Politik und Ziele
  - V) Begriffe (optional)
  - VI) Benutzerhilfe (optional)
  - VII) Anhang (optional)

Management-Handbuch
der ..........................................................
............................................................
Composition (2):

- **Management Handbuch i.e.S.** (Ebene A)
- **Verfahrensanweisungen** (Ebene B)
- **Arbeitsanweisungen** (Ebene C)

Inhalt der Dokumente:

- beschreibt das Managementsystem in Übereinstimmung mit der festgelegten Politik, den festgelegten Zielen und der zutreffenden Norm.
- beschreiben die Tätigkeiten der einzelnen Funktionen/Stellen für die Umsetzung der Elemente des Managementsystems.
- beschreiben Tätigkeiten detailliert für den Arbeitsplatz.
**Description Levels (9):**
**Derivation of Management Handbooks (6)**

- **Composition (3):**

```
1 Zweck und Anwendungsbereich
  2 Begriffe (optional)
  3 Zuständigkeiten
  4 Beschreibung
  5 Mitgeltende Unterlagen
  6 Änderungsstand (optional)
  7 Verteiler (optional)
```

- Basis: Analysis and Segmentation of the Long Time Approved, Quasi-Standardized Structure of Management Handbooks

- Description of the Structure from a:
  - Vertical Perspective
  - Horizontal Perspective
Management System Objects:
- Term “Management System Object”
- Operationalized by the Profile of:
  - Content
  - Context (Meta Data)
- Depicting Chain
Structuring of Management System Objects:

- Description levels (12):
  - MIS-Technical Concept (3)

Diagram:
- Regelungsebene
- Anweisungsebene
- Anwendungs ebene
- Ordnungsangaben | Zweck | Anwendungsbereich | Zuständigkeiten | Anweisungen | Verweisungen
- Element eines Managementinformationssystems
**Distinction of Processes of Management Information Systems in:**

- **Frame Processes** (= *irrespective* of the Specific Scope of Management Information Systems)
- **System Processes** (= *dependent on* the Specific Scope of Management Information Systems)
description levels (14): mis-technical concept (5)

- Groups of Description Information for each Description Level:
  - Identification Information
  - Purpose
  - Scope
  - Responsibility
  - Procedure
  - Reference
description levels (15): mis-technical concept (6)

- Basic Schema of Composition

```
- Inhaltsverzeichnis
  (= Ordnungsprinzip für Kategoriensätze)
  - Regelungsebene
    (= Kategoriensatz)
  - Ordnungsangaben
    (= Kategoriengruppe)
    - Zweck und Anwendungsbereich
      (= Kategoriengruppe)
      - Zuständigkeiten
        (= Kategoriengruppe)
        - Verantwortlicher
          (= Kategorie)
          - Nachname
            (= Auswertungselement)
          - Vorname
            (= Auswertungselement)

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```
Level B of Management Handbooks:

- Description Levels (16):
  - MIS-Technical Concept (7)

Quelle: DGQ
Description levels (17): framework
description levels (18):
DIN EN ISO 14001
Description levels (19):
din en iso 9001
description levels (20):
iso/iec 20000
Description levels (21):
generic representation of management systems
ISO/IEC 20000 and Information Technology Infrastructure Library (ITIL):

- Specific Scope: IT-Service Management System
- Standardization via: ISO/IEC 20000
- What’s about ITIL?

⇒ Compilation of Best Practices for the Implementation of ISO/IEC 20000
Scope of Information Technology Infrastructure Library (ITIL):

- “Best Practice” Compilation
- Implementation of IT-Service Management Systems
- IT-Industrialization
- Origin/Supporter of this Library is the Office of Government Commerce (OGC), former Central Computer and Telecommunications Agency (CCTA) in Great Britain
- Current Version is 3.0 of 1rst June 2007
Scope of ITIL:

- **Operation of IT-Infrastructure:**
  - Supply of IT-Services
  - IT Service Provider
  - Business Processes of Customers
  - Service Level Agreement (SLA)

- **IT-Service:**
  - Persons
  - Processes
  - Technology
ITIL in V3 consist of an Introduction and five Core Publications (Books):

- The Official Introduction to ITIL Service Management
- Service Strategy – SS
- Service Design – SD
- Service Transition – ST
- Service Operation – SO
- Continual Service Improvement – CSI
Service Strategy:

- **Goal:** Providing Guidance on Clarification and Prioritization of Service-Provider Investments in IT-Services

- **Under Consideration of:**
  - Business Goals of the Customers
  - Accordance of Risks and Costs with Business-Economic Expectations
  - Hosted by the IT-Top-Management
Service Design:

- **Goal:** Definition of Organizational Processes of an IT-Service Management
- **Under Consideration of:**
  - IT-Service Management Principles
  - Financial Management for IT Services
  - IT-Service-Portfolio
  - IT-Service Catalogue
  - Capacity Management
  - Availability Management
  - Incident Management
  - Information Security Management System
Service Transition:

- **Goal:** Delivery of Processes and Infrastructures required by a business into live/operational use

- **Seven Primary Processes:**
  - Change Management
  - Configuration Management
  - Knowledge Management
  - Service Asset and Configuration Management
  - Release and Deployment Management
  - Service Validation and Testing
  - Evaluation
Service Operation:

- **Goal:** Best Practices for Achieving the Delivery of Agreed Levels of Services both to End-Users and the Customers

- **Processes and Functions:**
  - Event Management (Process)
  - Incident Management (Process)
  - Request Fulfillment (Process)
  - Problem Management (Process)
  - Access Management (Process)
  - Service Desk (Function)
  - Technical Management (Function)
  - Application Management (Function)
  - IT Operations Management (Function)
Continual Service Improvement:

- **Goal**: Sustainable Improvement of IT-Service-Management
- **Seven Steps of Continual Service Improvement**:
  - Identify the strategy for improvement
  - Define what you will measure
  - Gather the data
  - Process the data
  - Analyze the information and data
  - Present and use the information
  - Implement improvement