

# CIO Business Game WS 06/07

## Tasks and Presentations

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Technische Universität München  
Chair for Information Systems

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# Tasks and Presentations

Total: 60 points

<b>Active Participation</b>	10 points	
<b>Presentation CIO Topic</b>	5 points	20 min./group + 5 min. disc.
<b>Written expositon CIO Topic</b>	12 points	6 p./part.
<b>Presentation ITIL/MOF</b>	5 points	10 min./part. + 5 min. disc.
<b>Written summary ITIL/MOF</b>	8 points	4 p./part.
<b>Reports CIO-Simulation</b>		
Strategy Paper: after round 1	3 points	2-3 p./part.
Performance Report: after round 4	5 points	3-4 p./part.
Final Report: End of Business Game	7 points	5 p./part.
<b>Final Presentation CIO-Simulation</b>	5 points	15 min./group

# CIO Topics I

## Strategic Topics (07.11.2006)

\* in general and focused on IT-Management

1. Building a vision
  - Definition, Content, Realization, Examples \*
2. Strategic Situation Analysis (Geist, Hartmann, Sun)
  - Definition, Methods and Instruments, Examples \*
3. Strategy Development (Dusinsky, Kyrtzis)
  - Definition, Methods and Instruments, Examples \*
4. Strategic Concepts (Tropper, Ortman)
  - Explication of 2-3 main concepts, examples \*
5. Innovation Management (Mogilevskaya, Boran)
  - Definition, Methods and Instruments, Examples \*
6. Service Engineering (Vattai, Vögele)
  - Definition, Methods and Instruments, Examples \*
7. IT Architecture Management (Dünnebeil, Chieng) Vortrag am 14.11.2006
  - Definition, Methods and Instruments, Examples \*

# CIO Topics II

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## Administrative Topics (14.11.2006)

1. Project Management ([Zenka, Denin](#))
  - Definition, Methods and Instruments, Examples
2. HR Management
  - Definition, Methods and Instruments, Examples
3. Life Cycle Management
  - Definition, Methods and Instruments, Examples
4. Business Process Management ([Grobmann, Koschinski](#))
  - Definition, Methods and Instruments, Examples
5. Disaster Management ([Sinell, Tsoukas, Röser](#))
  - Definition, Methods and Instruments, Examples
6. Corporate Reporting
  - Definition, Methods and Instruments, Examples

# ITIL / MOF

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- During the first business game we deal with ITIL and MOF.
- ITIL, the "Information Technology Infrastructure Library", is a "Best Practice Framework" for the definition and operation of IT processes.
- The Microsoft Operation Framework (MOF) is a collection of models, guidelines and Best-Practice-recommendations.

# Short Presentation ITIL and MOF

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## I. ITIL Service Support (1) / MOF Process Model - Supporting Quadrant

- Introduction + Service Desk (T 1) (Hartmann, Kyratzis)
- Incident Management (T 2) (Ortmann)
- Problem Management (+ SLA Review) (T 3) (Vattai)

## II. ITIL Service Support (2) / MOF Process Model - Change Quadrant

- (Introduction +) Configuration Management (T 4) (Dusinski)
- Change Management (T 5) (Vögele)
- Release Management  
(+ Release Readiness Review) (T 6) (Grobmann)

# Short Presentation ITIL and MOF

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## III. ITIL Service Delivery / MOF Process Model - Optimizing Quadrant

- Introduction + Capacity Management (T 7) (Sun)
- Service Level Management (T 8) (Mogilevskaya)
- IT Service Continuity Management (T 9) (Chieng)
- Financial Management (T 10) (Tropper)
- Security Management (T 11) (Dünnebeil)
- Availability Management  
( + Change Initiation Review) (T 12) (Röser)

# Short Presentation ITIL and MOF

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## IV. MOF Process Model -Operating Quadrant

- Introduction + System Administration + Operations Review (T 13) (Boran)
- Service Monitoring and Control (T 14) (Tsoukas)
- Storage Management (T 15) (Denin)
- Directory Services Administration (T 16) (Zenkov)

## V. Other MOF-Modelle

- Risk Discipline for Operations (T 17) (Geist)
- Team Model (T 18) (Sinell, Koschinski)

# Short Presentation ITIL and MOF

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- Duration:
  - 15 Min./Group
  - 5 Min. Questions/Discussion
- Written summary, 2-3 p. per part.