

03-07-2020

SECTION-2

1:

SERVICE OPERATIONS:-

Service operations encompasses the day-to-day activities, processes and infrastructure responsible for dealing value to the business through technology. In Service Strategy, Service design, Service Transition & Continual Service improvement, we create value. The objective of Service operations is to make sure that IT services are delivered effectively & efficiently. The life cycle stage includes the fulfilling of user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.

★ FAC

• (a)

• (b)

• (c)

• (d)

• (e)

• (f)

• (g)

• (h)

• (i)

• (j)

• (k)

• (l)

• (m)

• (n)

• (o)

• (p)

• (q)

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★ FACTORS AFFECTING SERVICE OPERATIONS :-

- Quality.
- Consumer Service.
- Growth of Service.
- Social Responsibilities.
- Scarcity of Capital.
- Global Competition.
- PRICING POLICY.
- Scarcity of materials.
- Stability & Suitability.
- Cost of the product.
- Quantity.
- Scarcity of Machinery.
- Rapid expansion of advance technology.