Educational Management Administration Leadership and its Application Processment Method

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Abstract: *Administrators, commonly known as admins or sysops (system operators), are Wikipedia editors who have been granted the technical ability to perform certain special actions on the English Wikipedia. These include the ability to block and unblock user accounts, IP addresses, and IP ranges from editing, edit fully protected pages, protect and unprotect pages from editing, delete and undelete pages, rename pages without restriction, and use certain other tools. Administrators assume these responsibilities as volunteers after undergoing a community review process. They do not act as employees of the Wikimedia Foundation. They are never required to use their tools, and must never use them to gain an advantage in a dispute in which they were involved. Administrators should not be confused with Wikimedia system administrators ("sysadmins"). Information technology service management (ITSM) are the activities that are performed by an organization to design, build, deliver, operate and control information technology (IT) services offered to customers.[1] Differing from more technology-oriented IT management approaches like network management and IT systems management,[2] IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and stressing continual improvement. The CIO Water Coolers' annual ITSM report states that business uses ITSM "mostly in support of customer experience (35%) and service quality (48%). Management is the process of resolving conflicts and helping work well as a team, whereas Administration is rhe process of overseeing the progress of a project or employee. Leadership is simply the ability to motivate and inspire individuals towards realizing common goals and objectives.*

Keywords: 1Administrators' abilities, 2Becoming an administrator, Process of Management, Professional Organization in Management Sector, Administration & Managemental Leadership

1. Introduction

The English Wikipedia has no official requirements to become an administrator. Any registered user can request adminship ("RFA") from the community, regardless of their Wikipedia experience. However, administrators are expected to have the trust and confidence of the community, so requests from users who do not have considerable experience are not usually approved. Any editor can comment on a request, and each editor will assess each candidate in their own way. However, only registered editors can "vote" in such requests.

Before requesting or accepting a nomination, candidates should generally be active, regular, and long-term Wikipedia editors, be familiar with the procedures and practices of Wikipedia, respect and understand its policies, and have gained the general trust of the community. Candidates are also required to disclose whether they have ever edited for pay. Questions regarding this are permitted to be asked of every candidate, by any editor in the community, throughout the RFA process. Execution of ITSM processes in an

organization, especially those processes that are more workflow-driven ones, can benefit significantly from being supported with specialized software tools.[10]

ITSM tools are often marketed as ITSM suites, which support a whole set of ITSM processes. At their core is usually a workflow management system for handling incidents, service requests, problems and changes. They usually also include a tool for a configuration management database. The ability of these suites to enable easy linking between incident, service request, problem and change records with each other and with records of configuration items from the CMDB, can be a great advantage. ITSM tools are also commonly referred to as ITIL tools. More than 100 tools are self-proclaimed ITSM or ITIL tools.[11] Software vendors whose ITSM tools fulfill defined functional requirements to support a set of ITIL processes, can obtain official approval, allowing them to use Axelos trademarks and an "ITIL process compliant" logo, under Axelos' ITIL Software Endorsement scheme.[12 **Management and administration are at times used interchangeably; however**, they are two different levels of the organization. The administration is the top level of the organization with

the decisive functions. They are responsible for determining the policies and objectives of the organization or the firm. Management, on the other hand is the middle level executive function. They implement the policies and objectives as decided by the administration.

2. Administrators' abilities

Administrators have the technical ability to perform the following actions:
- Block and unblock user accounts and IP addresses from editing
- Apply, modify, and remove page protection on a particular page to restrict or allow editing, moving, or creation
- Delete pages with 5,000 or fewer revisions[1]Grant and revoke certain user permissions requested by user accounts[2]
- View and restore deleted pages
- Restrict and restore public visibility of information in individual logs and page revisions
- Edit fully protected pages
- Edit pages in the MediaWiki namespace, excluding JavaScript and CSS pages[3]
- Override the title blacklist
- Move a page to any desired title
- Perform other special actions as listed at Special: List Group Rights#sysop

By convention, administrators normally take responsibility for judging the outcomes of certain discussions, such as deletion discussions, move discussions, and move-review discussions, but other editors may close discussions in some cases (see non-admin closures).

3. Becoming an administrator

A discussion takes place for seven days about whether the candidate should become an administrator. Per community consensus, RfAs are advertised on editors' watchlists and Template: Centralized discussion. The community has instituted a question limit: no editor may ask more than two questions of a candidate. Also disallowed are multi-part questions that are framed as one question, but which in effect ask multiple questions and exceed the limit. Bureaucrats may "clerk" RfAs, dealing with comments and/or votes which they deem to be inappropriate.

The RfA process allows other editors to get to know the candidate, and explore the candidate's involvement and background as an editor, conduct in discussions, and understanding of the role they are requesting, and to state if they support or oppose the request, along with their reasons and impressions of the candidate. An uninvolved bureaucrat then determines if there is consensus to approve the request. This determination is not based exclusively on the percentage of support, but in practice most RfAs above 75% pass. The community has determined that *in general*, RfAs between 65 and 75% support should be subject to the discretion of bureaucrats. (Therefore, it logically follows that almost all RfAs below 65% support will fail.)

Process of Management:
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A Service Desk is a primary IT function within the discipline of IT service management (ITSM) as defined by ITIL. It is intended to provide a Single Point of Contact ("SPOC") to meet communication needs of both users and IT staff,[13] and also to satisfy both Customer and IT Provider objectives. "User" refers to the actual user of the service, while "Customer" refers to the entity that is paying for service.

The ITIL approach considers the service desk to be the central point of contact between service providers and users/customers on a day-to-day basis. It is also a focal point for reporting *incidents* (disruptions or potential disruptions in service availability or quality) and for users making *service requests* (routine requests for services).[14]

ITIL regards a call centre or help desk as similar kinds of service desk which provide only a portion of what a service desk can offer. A service desk has a more broad and user-centered approach which is designed to provide the user with an informed single point of contact for all IT requirements. A service desk seeks to facilitate the integration of business processes into the service management infrastructure. In addition to actively monitoring and owning Incidents and user questions, and providing the communications channel for other service management disciplines with the user community, a service desk also provides an interface for other activities such as customer change requests, third parties (e.g. maintenance contracts), and software licensing.[14

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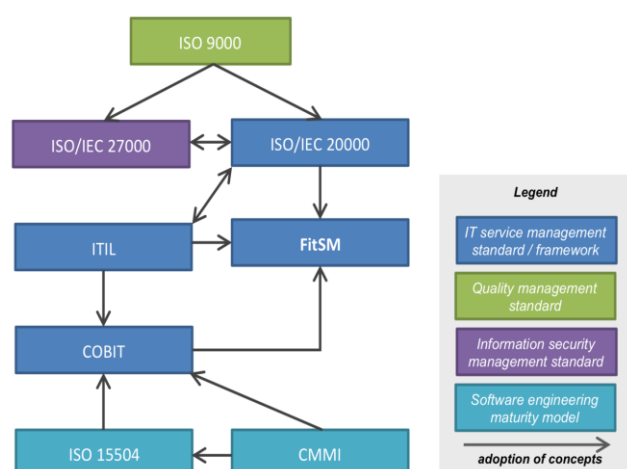
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Figure 1: Relationships between ITSM frameworks and other management standards

4. Professional Organization in Management Sector

There are international, chapter-based professional associations, such as the IT Service Management Forum (itSMF),[5] and HDI. The main goal of these organizations is to foster the exchange of experiences and ideas between users of ITSM frameworks. To this end, national and local itSMF and HDI chapters (LIGs or local interest groups for itSMF) organize conferences and workshops. Some of them also contribute to the translations of ITSM framework documents into their respective languages or publish own ITSM guides. There are several certifications for service management like ITILv4, TOGAF or COBIT.[6] Execution of ITSM processes in an organization, especially those processes that are more workflow-driven ones, can benefit significantly from being supported with specialized software tools.[10]

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Leadership is the ability to **motivate** other and to lead from front however management administration is managing the entire with one motive to achieve the desire goals and maintain standards at the same. Leadership is the ability to **motivate** the members to achieve the organization goals.

Management is the execution part of achieving goals. It is the middle level authority. They put plans and policies into actions.

Administration is the process of administering a group of people. It is top level authority. **Management and administration are at times used interchangeably; however**, they are two different levels of the organization. The administration is the top level of the organization with the decisive functions. They are responsible for determining the policies and objectives of the organization or the firm. Management, on the other hand is the middle level executive function. They implement the policies and objectives as decided by the administration

5. Conclusion

People leave firms because of bad managers, not because of the firm. One of the keys to retention is quality managers and another is a training/learning culture where people grow. It is most disturbing to hear partners say, "They can figure it out; I had to." In fact, many of those same partners have not advanced to Level III as competent managers.

Managers are expected to create value and are measured upon their ability to attain goals. One of their goals should be to become a competent manager and effective leader. This requires time and a program if firms want to improve upon their success ratio and develop a training/learning culture. Training and learning are a two-way street where everyone in the firm should be expected to develop others and learn.

Administrative personnel are often expected to have all the skills, especially in smaller firms where you often have a part-time managing partner or chief executive. This is a monumental task and often people are set up to fail in the role of firm administrator. People in these positions require professional development, peer networks and management resources in order to succeed. The biggest risk is that they are viewed by many accountants, including some partners, as overhead, rather than a strategic asset.

There are strategies that firms (of all sizes) can implement in order to ensure visionary leadership, quality management and efficient administration. It requires planning, people and processes. We refer to this as Performance3, with technology being the accelerator. The follow 10 strategies will help your firm overcome the obstacles and improve.

References

[1] Pages with more than 5000 revisions can only be deleted by a steward.
[2] ^ Administrators are able to grant and revoke the account creator, autopatrolled, confirmed, edit filter helper, edit filter manager, event coordinator, extended confirmed, file mover, IP block exempt, mass message sender, new page reviewer, page mover, pending changes reviewer, rollback, template editor, and AutoWikiBrowser access user rights.
[3] ^ interface administrators can edit JavaScript and CSS pages in the MediaWiki namespace.
[4] *"FitSM Part 0: Overview and vocabulary". Itemo. 24 August 2016. Archived from the original on 18 April 2019. Retrieved 27 November 2018.*
[5] ^ Jump up to:[a] [b] *Brenner, Michael; Garschhammer, Markus; Hegering, Heinz-Gerd (15 August 2006). "When Infrastructure Management Just Won't Do - The Trend Towards Organizational IT Service Management". In Eva-Maria Kern; Heinz-Gerd Hegering; Bernd Brügge (eds.). Managing Development and Application of Digital Technologies: Research Insights in the Munich Center for Digital Technology & Management. Springer Science & Business Media. pp. 131–146. ISBN 978-3-540-34129-1*
[6] www.torontosom.ca/blog/the-relationship-between-leader