Perceived benefits for customer service of ITIL IT control use

Egeler, Markus

Abstract
IT service management is becoming more and more important in the current business environment. Especially the IT Infrastructure Library (ITIL) is a widely adopted and accepted IT service management framework (Wagner 2006). Organizations that adopt one of the IT service management frameworks expect...

Keywords
Information technology infrastructure library; Quantitative approach; Information technology; Business strategy; Capability maturity; IT service management

Date
2008

Item Type
Thesis

Supervisor(s)
Cusack, Brian

Degree Name
Master of Business

Publisher
Auckland University of Technology
Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. The goal of IT service management is to maximize the value delivered and obtained from technology-driven products and services. To succeed at service management, these concepts are crucial. An organization can procure services and use them to deliver services to another consumer, thus shifting from consumer to provider. Service relationships are perceived as valuable only when they have more positive effects than negative, particularly regarding impact on outcomes, costs, and risks. Improved end-customer perception and brand image. Real organizations have benefited from ITIL practices in a number of ways for example: A nationwide retail organization made savings in excess of 600,000 per annum by adopting service strategy practices for its financial management. An organization identified that most of the cost of delivering IT support came from resolving customer issues. The business has a poor perception of IT services. Service providers use technical jargon to describe services and explain what is happening. This indicates poor customer relationship practices. Users understand, with prices (if users pay for IT services) or. Information Technology Infrastructure Library or more commonly referred to as ITIL comprises of the practices need to for IT Service Management or ITSM. Now, your next question- what is IT service management and what is its role in ITIL course? When did ITIL start? By the way, did you know that originally in the 1980s when UK government wanted to streamline the IT practices, ITIL came up? Are you wondering about the word library? Service Design: ITIL course covers the next core area of ITIL framework which is the service design. This component of ITIL course would give inputs on how you vision a service. The blueprint of coming up with a solution for the service and managing the service through the management information systems. 5 Benefits of IT Infrastructure Library. There are various benefits of implementing ITIL, and because of these benefits, ITIL is getting received by increasingly more organization of different scale (small, average sized, and extensive). Further, shown underneath are the main benefits of ITIL: 1. Organization's Positive Transformation. This way, using the acts of ITIL empowers your business to even more successfully handles supervise customers portfolios and accomplish the central positive difference in the association itself that you can measure. 2. Improved Client Satisfaction. Implementing standards of IT Infrastructure Library implies that your association can support the method for conveying services to beneficiaries.