Application of IT Service Management (ITSM) Principles

TREO Talk Paper

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Abstract

Information Technology Service Management (ITSM) is not a new concept. However, for many IT/IS faculty, especially on the Americas side of the world, it has been largely pushed into the background by other “hot” research approaches and teaching methodologies. While teaching an IT/IS graduate course in this area over the past four years, I have come to better appreciate the robustness that the ITSM and ITIL™ frameworks can provide for both IT/IS teaching and research. Furthermore, viewing IT/IS in the light of its service-oriented activities, leads both academicians and practitioners to more accurate, clearly defined goals and objectives for IT/IS management.

We will revisit the ITIL standards-based framework for ITSM in order to:

1) Better define IT-related activities and approaches for supporting and delivering IT services;
2) Enhance the interactions of IT technical personnel with business customers and users;
3) Increase the quality, reliability and flexibility of IT services; and
4) Review the extensive set of ITIL metrics that are available to IS/IT researchers, many of which have largely been ignored in the past 20 plus years, by academicians in the Americas.

The relationships of ITSM processes (e.g., ITIL, COBIT, COSO) with other business process improvement approaches (e.g., TQM, Six Sigma, Business Process Management, CMMI, SOX), frameworks and methodologies will also be investigated.

TREO Course Objectives:

• Define IT Service Management (ITSM) and discuss the approaches that IT managers can use for successful IT service deployment. Review the ITSM life cycle components: Service Strategy, Service Design, Service Transition, Service Operation, and Continuous Service Improvement
• Define ITIL version 3.0 (IT Infrastructure Library) and other popular standards (e.g., COBIT, COSO, ISO) and frameworks.
• Define the major IT Service Support functions: Incident management, problem management, configuration management, change and release management, and managing the service desk. Why are they important for IT/IS research?
• Explain the key IT Service Delivery functions and ITSM approaches: Service level agreement and management, efficient management of IT service deliverables, IT capacity management and demand forecasting, service availability and continuity management, and IT security management.
• Provide case study examples of the effective use of the ITSM approach for managing and measuring successful IT/IS organizations.
• Discuss ITSM-professional organizations, continuing educational, and certification opportunities.