

## I.T MANAGEMENT

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**DWC**  
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# IT SERVICE MANAGEMENT

In this briefing paper, we look at the I.T Service Management (ITSM) Framework, the activities involved in designing, delivering, supporting, and managing the lifecycle of I.T. services.

As digital technology flourishes and the request placed on I.T increase, the demand for I.T service management has become an essential business service.

Unlike other I.T frameworks that focus on network, hardware or systems, the goal of ITSM is to improve I.T customer service orientated with business goals.

ITSM manages the end-to-end delivery of business critical I.T services. Ultimately, ITSM is a systematic approach to help establish cost-effective practices, improve services, and build a stable I.T. that grows, with the businesses.

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## What is ITSM

ITSM is the craft of implementing, managing, and delivering I.T. services to meet the needs of an organisation. It ensures that the appropriate mix of people, processes, and technology are in place to provide value. The methodology comprises five core practise areas, each with processes, procedures and standards that make ITSM a 'best practise' framework.

## ITSM Framework

- Service Strategy helps determine what customers need, the service portfolio, and verifies whether the service is financially viable.
- Service Design scopes the requirements of I.T services to be delivered, the capacity and availability of resources to deliver the services.
- Service Transition is responsible for the service lifecycle; to ensure all changes are carried out in a coordinated way.
- Service Operation manages the effective and efficient delivery of service, fulfilment of user requests, problems and faults resolved.
- Continuous Improvement is the quality assessment aligning practices and services with changing needs through a structured approach.

## The Benefits of ITSM

- ✓ Improved customer satisfaction and service delivery,
- ✓ Standardised, repeatable, and manageable I.T processes,
- ✓ Clear expectations on service levels and service availability,
- ✓ Lower costs for I.T operations and improved investment ROI,
- ✓ Improved efficiency of I.T service desk operations,
- ✓ Better transparency into I.T processes and services,
- ✓ Well-defined I.T department roles and responsibilities and,
- ✓ Efficient analysis of I.T problems to reduce repeat incidents.

## Adopting ITSM Best Practises

Planning for a service desk system, first, recognise that in an age of digital innovation and transformation, antiquated I.T governance and service delivery will require a new 'best practice' operating model.

Implementing ITSM processes and system, understanding the change in culture and the impact is to every member of the organisation. Plan for the integration dependencies, how I.T services are delivered, service level requirements, the relevance of the cloud, A.I and the changing role of I.T service agents.