

Exploring the Impact of IT Service Management (ITSM) on Effective Service Delivery and Organisational Success

Information technology service management (ITSM) comprises frameworks that help organisations manage services. The adoption of these frameworks is growing in the IT service provider sector, aiming to define and manage IT services throughout their life cycle.

ITSM frameworks aid organisations in developing effective management strategies by improving process documentation and monitoring, which enhances transparency, comparability, and process maturity. These frameworks provide better control, especially in uncertain environments, and lead to observable operational improvements, such as increased infrastructure predictability and reduced server or application faults. They also decrease incidents and errors by enabling proactive problem management. Additionally, ITSM frameworks enhance the quality, flexibility, and adaptability of IT services, leading to higher customer satisfaction due to improved service quality, availability, responsiveness, and expertise. Furthermore, these frameworks help prevent financial waste and reduce operation and maintenance costs, thereby increasing overall efficiency (Serrano et al., 2021).

Ilieva & Nikolov (2020) outline best practices for effectively using ITSM processes in business workflows. They state, before implementing ITSM, organisations should identify their goals and follow a structured approach. Key considerations include involving the right employees, using modern technology, choosing appropriate workflows, conducting risk analyses, and monitoring critical success factors and KPIs. Constant monitoring of IT help desk performance is essential for continuous improvement. Automation tools can simplify ITSM processes, allowing IT teams to focus on strategic objectives. It is important to choose adaptable and user-friendly tools that meet organisational needs.

Developing a feedback loop from end users and stakeholders is crucial for evolving ITSM strategies. Collecting specific and relevant feedback helps improve services and achieve business goals.

Professional IT service management ensures clarity and sustainable improvement. Detailed service descriptions, central documentation, and early engagement of employees and stakeholders enhance communication, process efficiency, and service quality. Involving fewer, knowledgeable participants in service development promotes effective collaboration and innovation.

Word count: 316

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