**ITIL Financial Management: Case Study**

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# Overall Description of the Case Study

The significance of IT has drastically extended in the past years and is continuing to grow, many organizations are dependent on IT to enhance their effectiveness and cost at the same time supporting management activities. In other terms IT is one of the major driving forces in organizations business. While there are already preexisting ports that are available in some countries that are leading with having their e-Port implemented. with that said, Indonesia is trying to develop an e-Port to investigate/research implementation ploy of the ASEAN single window ASW (Wijaya). Now Indonesian Port Companies are trying to develop a fully integrated IT services which can aid/assist their business operations which makes it important to have better IT service management at Indonesian port companies. One of the core processes in the area is ITIL process around Financial Management which provides insight, visibility and decision making via applications of IT Financial Management. Indonesian Port Companies need to improve their services.

This case study makes aware of the structured approach that needs to be taken by the Indonesian Port company in order to own the process of good IT Financial Management. The case study will also shed light and provide insights on the preparedness of IT Financial Management Process in Indonesian Port companies. The main objective of this case study will be to review and identify IT governance that are currently available in the Indonesian Port Company associated with service Strategy (Wijaya)

# How did it affect Business?

We live in a generation where information/data is termed to be as a strategic resource in companies that needs extra care to be managed properly. To achieve a favorable outcome the key is to validate or carry out process analysis, distribution and production of information within the company. Even though some Indonesian companies had started to invest in IT, they did not manage it well, they used to often disregard interconnection analysis and did not do their due diligence between a business impact, objective and IT investment. This has raised serious concerns pertaining to the value of IT service not being well defined (Wijaya). Henceforth raising an issue and trying to put together an organized approach for IT Financial Management process with ITIL standard and best practices.

# Summarize the Success or Failures

From the case study changing views on IT as a Delivery model and treating it as a strategic business can improve and benefit Indonesian port companies, this will help them rapidly grow and reduce product development. The Indonesian government port company will have benefits around managing budgets and increased confidence by opting IT enabled financial management (Wijaya). The objective here is to exchange data securely via ASW. By following ITIL best standards will help conducting audits and survey and will help Indonesian Port company to secure any sort of data transfers and a straightforward and a plain trade. This will help the company attain highest level of service delivery at a low cost. (Wijaya)

# Discuss the Plan for the future

The case study focusses on the Business case analysis needed to be performed in the initial phases to ensure IT investment that are related to business analysis has some sort of a positive impact. A total service validation needs to be implemented to scope out the value of Port Integrated IT services. Finally, a design phase which defines roles, responsibilities and total procedures to implement IT Financial Management process (Wijaya). The outcome of this entire work is to implement IT Financial Management process in Indonesian government Port Company with a structured approach. However, this case study is only limited to one company i.e, Port company in Indonesia, there needs to be further research performed on other companies to understand and analyze the overall impact in general (Wijaya). By doing so will give us additional insight and help us determine if various programs needed to be developed in order to help measure the IT Financial Management process readiness

# What is your opinion on things that could have been done differently ?

The case study is more driven towards ITIL best practices, it has the design, planning and analysis approach, however, the outcome is unknown. While it is true that ITIL Financial Management is a proven way to improve financial management. However, it would be nice to see the numbers or the results a company has achieved when following these best practices, this will determine whether integrated IT Management is beneficial for the company. Apart from focusing on one company the researcher could have taken a wider approach to include and look at other companies/organizations to understand their financial management approach

# Link to Case Study:

<https://www.researchgate.net/publication/277306648_Proposed_it_financial_management_process_using_ITIL_IT_infrastructure_library_for_port_Company_in_Indonesia/link/5566aaca08aeab77721cbe3a/download>

# References

Wijaya, D. (. (n.d.). *Proposed it financial management process using ITIL (IT infrastructure library) for port Company in Indonesia.* Journal of Theoretical and Applied Information Technology.