

IMPLEMENTING ITIL METHODOLOGY WITHIN A COMPANY. A SURVEY ON 10 ORGANIZATIONS ABOUT THE PRE-IMPLEMENTATION, DURING AND AFTER-IMPLEMENTATION PERIOD

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ABSTRACT

This paper presents and analyses the findings of a multi-case study on ten companies that have recently finished the implementation of the ITIL (Information Technology Infrastructure Library) methodology and provided us a full overview of the entire process, together with feedback on how the business has changed after the ITIL implementation. The study was designed to collect data related to how ITIL was implemented within the organizations, but also how the pre-implementation and post-implementation periods look like. All this information is collected in a structured way with the purpose to find a common approach of the companies that may fit the best for this kind of organizational change.

One of the main questions for this paper is: is there any change management model applied for the ITIL implementation process within a company? This study will partially help us find an answer.

The main research method involved questionnaires in the organizational environment and the persons involved in this research were part of the ITIL implementation processes. The questions addressed are also presented in this paper, together with diagrams and a structured view of all answers received. At the end of this paper are presented some conclusions.

KEYWORDS: *case study, ITIL implementation, methodology, survey*

1. INTRODUCTION

Considering the global competitive pressure, service companies are in continuous search for the best ways to improve the quality of the IT&C cost-effectively, improving customer feedback. Iden (2013) claims that one of the best solutions, in this case, is the ITIL methodology, designed for improving IT&C and improving service quality.

What is ITIL?

According to Gervala et al. (2018), ITIL helps IT departments improve their service quality, including improvement upon project deliverables and time, resource utilization, a decrease in rework, and providing services that meet business, customer, and user demands. The Information Technology Infrastructure Library is a set of concepts for managing IT infrastructure, development, and operations (Jantti & Hotti, 2015). The ITIL methodology is the most accepted approach to ITSM in the world. (Cusick, 2015). Some areas of focus include service support, service delivery adding also features like Infrastructure Management, Application Management, and Risk Management. Image 1 presents the relationship between ITSM and ITIL methodology.

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