

The IT Service Management

Unfavorable costs, unproductivity, high turnover rate—these are only some of the struggles IT businesses face. According to Investopedia, the poorly visualized plan is one of the common reasons organizations fail. These businesses lack management on their operations, which include external and internal services. In order for your IT business to thrive, IT service management is essential. Before we proceed to the main points, let us first discuss what this means.

What is IT Service Management?

IT service management is the establishment of practices and processes in the lifecycle of your services in an enterprise. Its goal is to ensure the long-term high quality of your IT operations through a set of principles. Whether you offer services in the market or for your internal business needs, you need a [checklist](#) of the service lifecycle and implementation. In this article, these will be discussed one by one.

The ITSM Processes

Service Strategy

Service strategy defines the patterns that you need to get your desired outcome for your organization. This pertains to the list of possible services you'll open to the market, your portfolio, [financial estimate](#), and market study. This also doesn't limit to business relationships such as legal matters, technology, and [human resources](#).

Service Design

Service design is the creation of a service that will match your company's goals. Service design involves the coordination of your products and services to your service level, availability, capacity, [security](#), and supplier. This is the phase wherein you properly design and plan a service that will be compatible with what your company can provide.

Service Transition

In time, outdated services will no longer serve your company. This is the phase where a service transition begins. It is a process wherein you properly study the services that need to be upgraded or updated to keep up in the market with change management. This enables beneficial changes to be made through a change request, whether these are standard or emergency needs.

Service Operation

Service operation carries out the processes needed to deliver the services to the users and customers. This is the phase wherein events that pertain to the [IT infrastructure](#) are taken care of. This process is responsible for giving the involved parties access to your IT services or data. The support of the service desk with their knowledge of application management is also essential in this phase.

Service Improvement

This is the phase wherein gap analysis and schedule are made for planning an improvement. When you have gathered information about the areas that need refinement, then you can implement your plan confidently with a backed up research. Afterward, the checking of these innovations will be made. The results will show if the improvement is a success.

The ITSM Implementation

For the IT service management to continuously perform successfully, you need to maintain a process for your business growth. Here is a checklist of the things you need to do.

Audit

This is a process wherein you examine your IT infrastructure through a [SWOT analysis](#). Assess first how adept your company is with your chosen technologies. Are they capable of handling the type or size of company you will build? Do these carry information systems that have safeguarding assets? Another auditing task you will need is to make a comparison of your infrastructure and your competitors'. This requires research on their facilities.

Educate

You might mistake service training for service education. Service training is teaching someone how to do a task specifically. However, service education is giving the people awareness on the fundamental principles of your organization. When you educate your employees with the outcome your company aims, they will proactively oblige.

Outline

Outline the factors that will make your business successful. Talk to your team about these or even bring a consultant to lead the discussion. Create a survey for your

employees and ask for their opinion regarding the matter. Once you have gathered a lot of insights, choose the best factors that are essential for your long-term organizational plan.

Use Tools

The tools you have for your IT infrastructure and the tools you need for service management are not identical. Aside from the technology you need for your operations, invest in software products that deliver services within the IT domain. These service desk products have capabilities to manage incidents, changes, and configuration to your infrastructure.

Develop Feedback

To improve performance, it is critical to receive feedback. Open feedback portals for your existing customers and employees. Develop feedback that is specific and timely. A specific feedback relates to a goal, and a timely one means it should be developed or worked on before it results in damage.

Benefits of ITSM

Low Cost for Operations

Service management helps you scale your operations without excessive workforce. There are already features that automate work and reduce workloads. It gives a domino effect. When you strategize from the beginning, you lessen the struggles of your employees. And happy employees equal a low turnover rate—which means less operational costs.

Improved Efficiency

You get the most out of the resources you have. At the same time, service management lets you study about your strengths, weaknesses, opportunities and threats in the early stages. Being knowledgeable of these brings out the best of your organization.

Increase IT Service Availability

With the effectiveness of your services, you can save time and allot it to more IT services. Additionally, you and your IT staff will have all the resources to get the work done smoothly. This is the advantage of having a technical specification at the very beginning.

The ITSM processes involve the creation, organization, upgrade, and development of your services in an enterprise. To start with these, an implementation process is needed. You have to check the capabilities of your IT infrastructure before you can come up with the services you wish to apply. Additionally, staff orientation is essential. An investment in service tools that will make their work easier is also vital. One successful cycle of IT service management will give you a reliance to think of more services. And with IT service management, you can [grow your software company](#) successfully.