UNIVERSITI TEKNOLOGI MARA

EFFICIENCY OF IT SERVICE MANAGEMENT SYSTEM (ITSMS) IMPLEMENTATION: A CASE STUDY OF MULTIMEDIA UNIVERSITY IT SERVICE DIVISION

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ABSTRACT

This research paper aims to evaluate the efficiency of the implementation IT Service Management System (ITSMS). To gather the information from the user and staff, this survey had conducted questionnaire sessions. The questionnaire had been distributed to 3 levels of people that are involved in this system which is IT Service Division (ITSD) staff, IT Service Management System (ITSMS) person in charge including service desk personnel and manager of each specific module and user itself. Based on survey of 60 candidates which is 20 candidates for each level, this survey will have an assumption of the efficiency of IT Service Management System (ITSMS). The results would be useful for the Multimedia University IT Service Division (ITSD) in order to improve the services delivered to the users. Based on that result this survey can also identify the reason that is causing the Service Level Agreement (SLA) breach. After finalizing those issues I will come out with the recommendations that can be used to make the process of IT Service Management System (ITSMS) works smoothly and also easy for the user. At the same time it will help to avoid from the Service Level Agreement (SLA) breach.

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In the name of Allah, the Most Gracious, the Most Merciful

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