



Mini-track ID: AMCIS-PR-113-2008
Mini-track title: IT Service Management
Track: General

Mini-track Chair(s):

Sue Conger*
Director IT and IT Service Management
Programs
University of Dallas
sconger@aol.com
214.850.6424

Paul Kontogiorgis
IT Services Curriculum Program Director
IBM Almaden Research Center
paulkont@us.ibm.com
773-290-2745

Mini-track gmail account: AMCISMT1132008@gmail.com

Description

IT's role in an organization is the cost-effective provision of IT services that meet organizational needs and, hopefully, aligns with organizational strategy. IT Service Management (ITSM) processes, that is those processes directly associated with the delivery of high-quality, low-cost IT services, have emerged as a strategic focus for industry. ITSM is a growth area in as many as 90% of U.S. companies.

ITSM differs from generic process management in that it is a body of knowledge oriented toward allowing IT organizations to actually align their IT operations areas with the strategy and goals of the business. It supports the answering of questions such as "What is the cost of moving to a virtualized environment?" and "How much does another ½ second of response time cost?" With ITSM processes and metrics, the information to answer these questions with confidence is available to IT organizations.

This track welcomes papers addressing research ideas and studies that identify important problems in today's IT organizations and how companies attempt to resolve their problems by drawing upon ITSM theories and/or best practices. The track is open to all types of methodologies (e.g., conceptualization, theorization, case study, action and interpretive research, experimentation, survey, and simulation). Research-in-progress, completed research papers, and panel proposals are welcome.

Suggested Topics

The ITSM track encourages the submission of research papers, research-in-progress papers, practice, education and panel and workshop proposals in the following areas (but not limited to):

- Business relationship or Supplier management
- ITSM acceptance/adoption/use
- ITSM Availability, Capacity, Service level, or Continuity management
- ITSM Incident, Problem, Change, Release, or Configuration management
- Organizational, behavioral, and cognitive aspects of ITSM
- Process analysis and modeling
- Security management
- Service Oriented Architecture and ITSM
- Software service support
- Usability studies of ITSM in the workplace
- ITSM in Academic Programs