



**Maintaining a sustainable Future
for IT in Higher Education**

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Poster Session

Managing of IT Services Environment in Higher Education

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Abstract:

IT departments of higher institutions often service many different customers: students, academics, and also administrators. Each of these customers has unique support requirements, but all require high levels of availability and service quality. The article deals with approaches to information technology service management. It shows variety of approaches to managing IT services and a lack of access to the entire IT management. It provides information about IT Service Management as a process based discipline, which is concerned with delivering and supporting IT services that are appropriate to the business requirements of the higher education organization. This paper addresses basic issues of supporting IT with process oriented tools, introduce frameworks for IT Service Management that can be used in higher education as the framework for process improvement. There is no single approach that covers all areas of IT and therefore is very useful to include in the higher education governance several approaches. There are many approaches to managing information technology services. The best known include ITIL.