Abstract

Benchmarking helps in organizational gap analysis by comparing it with some predefined standard benchmarks which instead allow process’s system, capability to increase to the maximum level. Conglomerated with Ontology, it provides a source of precisely defined terms that can create a consensus of shared understanding concerning the domain of discourse pertaining to a certain domain of knowledge. With a contentious focus on the gap analysis accurate measures can be planned or maximum efficiency. In this context the Combined benefits of Information Technology Infrastructure Library (ITIL) for IT Service Management and Six Sigma defining a process improvement approach when adds to the bes usage of ontology driven benchmarking ensures a quality improvement strategy reducing operational costs to ensure bottom-line improvements. To add practicality to this operational issue of a service life cycle stage – Continual Service Improvement (CSI) is taken for consideration in order to measure and improve processes and services.

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Index Terms

Computer Science

Software Engineering

Keywords

Benchmarking  Six Sigma  Itil  Ctq  Csi