Abstract

Key to the collection, analysis, production and distribution of information within an organization is the quality of the Information Technology (IT) Services provided to the business. These services can be supplied inside the company through IT department or through outsourcing. Anyway, a successful implementation of IT Service Management system in an organization will offer various benefits, as well as some challenges. The aim of this paper is to gain insights in the behavior of companies in Albania in relation to ITSM. Since outsourcing is the prevailing manner of supplying IT services, the methodology focused first, in the literature review on ITSM
process and second on primary data gathered by interviews with IT managers in IT service companies. 20 interviews has shown the state of the art of ITSM in Albanian companies. Some of the phases of the ITSM process are implemented more inside IT services, while some are totally missing.

**Reference**

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Index Terms

Computer Science
Ubiquitous Computing

Key words

ITSM
services
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business needs
management