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RECORDS CREATION AS A MANAGEMENT TOOL OF IT SERVICES LIFE CYCLE

Abstract

Modern instruments of increasing efficiency of organization management are records creation and description of business processes, including in activities of IT departments. Implementing principles of Information Technology Service Management (ITSM), IT department turns into service provider for the customer (business) and delivers specified quality characteristics for fixed price. As strategic partner of business in implementation of the organization core activities IT departments seek to streamline their activities and from chaos of diverse functions emerge clearly defined and continuously improving processes forming the IT services life cycle. The article offers a document science analysis of problems concerning providing IT services and thus answers some questions IT staff, regardless of records creation being indispensable prerequisite for the formalization and description of IT processes, rarely focuses on. Documenting of all stages of IT services life cycle is considered an important tool in IT services management. Drawing on analysis of national and foreign experience of IT services implementation, the authors attempt to develop an ordered system of documents accompanying IT services at all stages of their life cycle: planning, modeling, transformation, operation, improvement. Each organization determines composition and form of documents to include in the document system of IT services management. Therefore, methodology for managing IT

services conforming to relevant standards should include some method of unifying standard documents classes, such as strategy, policy, plan, report, contract, record. This unification should be based on standards providing general requirements for drawing up of documents.

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Keywords

Information technologies, IT-service, process, records creation, document system.

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