

QUINTICA CREATES BUSINESS/ IT MODEL

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The creation of an international standard in IT service management will change the way IT departments and third-parties deliver professional services around the world.

Quintica SA, the service management solutions specialist and IT Infrastructure Library (ITIL) software developer, has developed a business model for aligning the strategies of business management and IT services within an organisation.

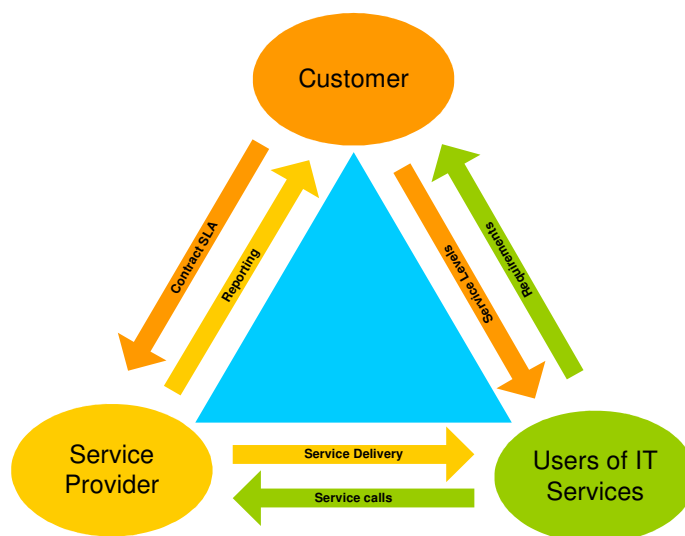
Based on the ITIL framework, the Quintica model is said to link the two disciplines by a common strategy. It uses ITIL to address the strategic, tactic and operational relationships within a business and connect business and IT management practices accordingly.

Jürgen Müller, a director of Quintica, says the model obviates the need for companies to have a separate IT growth strategy, as all issues are addressed from a business perspective.

"There are three parties involved in all business decision," he says. "Their relationship is critical to the success of the organisation and it plays a key role in service delivery."

The three parties are:

- Customers who make use of IT services
- Users making use of IT services
- The IT service provider



"The model illustrates how quality control takes place within the organisation, and how it will be monitored by the customer," explains Müller.

"A single entity is formed within the organisation, which becomes the axis of the management model. The customer monitors the levels of adherence to policy by the service provider and users of IT by means of reports generated by the service provider."

Müller points out that neither the provision of technology, nor the establishment of complex processes are able to surpass effective service delivery in terms of overall business success. "In fact, it is the combination of the domains (process, people and technology) that demonstrates the real value of service delivery.



"It will not help to lift any one of the domains to a higher maturity level than the others," adds Müller. "This will lead to a situation in which, for example, state-of-the-art technology is unsupported by processes and without skilled staff to manage it.

"The only way to connect people to the process and the technology is to improve their competence - their knowledge, skills and attitude," he adds.

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