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Challenges in IT Supply Chain Management

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Abstract:
Multiple players are involved in the process of service provision in today's IT industry. IT service is mostly a combination of process output of different IT service providers. A single IT department is still unable to produce and deliver the entirety of the desired IT service without the risk of inefficiency. Additionally, the emerging trend of IT outsourcing over the past years accelerates the separation of service provision. Therefore it could be useful to examine the entire IT service chain to avoid failures and to save time due to lacks of information or not standardized communication processes. As a possibility to face these problems, traditional industry branches developed and introduced a new management task called supply chain management. With this in mind the following paper focuses on challenges in IT supply chain management to improve communication processes between separate IT service providers of the IT industry.