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Business process management heuristics in IT service management: a case study for incident management

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Abstract

This research aims to understand how Business process management (BPM) can be applied for the improvement of Information Technology service management (ITSM) processes. A case study is conducted for the improvement of the time performance of the incident management process, since it is pointed as a quick win for ITSM. The results obtained identified three best practices—activity automation, activity elimination and integral technology—as the best suited for the improvement of the time performance of the incident management process. Using a simulation tool for business processes, it was revealed that the employment of these best practices in the analysed incident management process eliminates the effort required in the 1st support level and reduces in 10.7% the average processing time in the 2nd support level. © 2021, The Author(s), under exclusive licence to Springer Science+Business Media, LLC, part of Springer Nature.

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Business process management;   Case study;   Information systems;   IT service management;   Process improvement

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