Please include Australia in your travel plans for 2011, as the 15th Pacific Asia Conference on Information Systems (PACIS) will be in Brisbane 7-11 July 2011. PACIS2011, the AIS Region 3 conference, will run for three days preceded by a doctoral consortium and relevant meetings.

The main conference is being hosted by the Information Systems Discipline of the Faculty of Science and Technology at Queensland University of Technology (QUT), and the Doctoral Consortium by University of Queensland (UQ). QUT is located in the Central Business District of Brisbane, with UQ 8 kilometres upriver by ferry. Brisbane is the fastest growing city in Australia and one of the fastest growing metropolitan areas in the western world. With 1.7 million people, Brisbane offers the infrastructure and facilities of a global metropolitan hub. One hour from the Gold Coast and just south of the Barrier Reef, Brisbane is within easy reach of rain forest, pristine beaches and much more.

A draft program schedule for PACIS 2011 is now available from the PROGRAM section of this website. This will be revised as the date of the conference approaches.

The conference theme is "Quality Research in Pacific Asia", emphasizing the growing importance of the region as a source of internationally recognised top-tier research in Information Systems, and the growing recognition of value from IS contributions and developments beyond the discipline.
The official language of the conference is English. All papers must be written in English. Authors are invited to submit original and unpublished papers. All papers must be submitted electronically using the conference’s online submission system at http://www.easychair.org/conferences/?conf=pacis2011. Submitted papers should not have been submitted for review, accepted for publication, or already published elsewhere. Accepted papers will appear in the conference proceedings provided that at least one author registers for and presents in the conference. High quality papers will be nominated for the best paper award. For any inquiries related to paper submission, please contact the program chairs.
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PACIS 2011 Proceedings

Title

Performance Measurement Of IT Service Management: A Case Study Of An Australian University (Research In Progress)

Authors

Francis Gacenga, University of Southern Queensland
Aileen Cater-Steel, University of Southern Queensland

Abstract

IT departments are adopting service orientation by implementing IT service management (ITSM) frameworks. Most organisations are hesitant to discuss their ITSM performance measurement practices, tending to focus more on challenges. However there are good practices that are found amidst the challenges. We present a case study that provides an account of the performance measurement practices in the ICT Division of an Australian university. This case study was conducted with the aim of understanding the internal and external factors that influence the selection of ITSM performance metrics. It also explores how and why metrics and frameworks are used to measure the performance of ITSM in organisations. Interviews were conducted to identify the specific ITSM performance metrics used and how they were derived. It was found that a number of factors internal and external to the organisation influenced the selection of the performance metrics. The internal factors
include meeting the need for improved governance, alignment of IT strategy with organisation strategy, having a mechanism to provide feedback to IT customers (university staff and students). External factors include benchmarking against others in the same industry and the choice of metrics offered by ITSM software tool adopted.

**Keywords**

ITSM, Service Science, Performance Measurement, Case Study

**ISBN**


**Recommended Citation**


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