

**CHALLENGES IN IMPLEMENTING IT SERVICE  
MANAGEMENT FOR TELECOMMUNICATION SECTOR  
IN SRI LANKA**

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University of Moratuwa, Sri Lanka.  
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Department of Computer Science Engineering

University of Moratuwa  
Sri Lanka

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## DECLARATION

I declare that this is my own work and this dissertation does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text.

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## ABSTRACT

The Sri Lankan telecommunication industry has an immense competition today, in which a number of major players are battling to increase their subscribers and most importantly, their market share. On the other hand over the past several decades, "Information Technology" has become the primary technology that affects everyone in the modern world in their day-to-day lives. As telecommunication is a technology driven industry where information technology plays an important role in, telecommunication companies are required to strengthen their Information Technology Services Management (ITSM) framework in alignment with the present environment and its challenges.

This research is carried out to find out, to what extent the Sri Lankan telecommunication industry uses ITSM and to find out the challenges faced by them when implementing ITSM. The research identifies the major challenges that the local telecommunication organizations have to face when implementing ITSM. As a preparation for the research an extensive literature review was done in the areas of ITSM implementation frameworks, key success factors in ITSM implementation, and challenges in implementing ITSM for various industries. The research was done based on a survey among the IT management staff of Sri Lankan telecommunication companies, using a questionnaire. Based on the challenges identified from the research, the recommendations were made to overcome them.

The findings of this research and proposed recommendations are helpful for any telecommunication organization, which is going to implement IT service management. Also this research findings and recommendations are useful not only for the local telecommunication industry but also for many other local industries which may be considering ITSM implementation.



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## LIST OF ABBREVIATIONS

CMMI	- Capability Maturity Model Integration
COBIT	- Control Objective for Information and related Technology
CSF	- Critical Success Factor
ICT	- Information communication Technology
ISO	- International Standards Organization
IT	- Information Technology
ITGI	- IT Governance Institute
ITIL	- Information Technology Infrastructure Library
ITIM	- Information Technology Infrastructure Management
ITSM	- Information Technology Service Management
itSMF	- Information Technology Service Management Forum
JTC	- Joint Technical Committee
KPI	- Key Performance Indicator
LAN	- Local Area Network
MOF	- Microsoft Operations Framework
OGC	- Office of Governance Commerce
PMBOK	- Project Management Body of Knowledge
QMS	- Quality Management System
QOS	- Quality of Service
ROI	- Return on Investment
TCO	- Total Cost of Ownership
WAN	- Wide Area Network

