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APPENDICES

APPENDIX A- Survey Questionnaire

Questionnaire – Challenges in implementing IT service Management (ITSM)
for Telecommunication sector in Sri Lanka

Dear colleague, As a part of my MBA I have selected a research study on the topic of "Challenges in implementing IT service Management (ITSM) for Telecommunication sector in Sri Lanka." You are kindly invited to participate in this research and your responses will be strictly confidential. Data from this research will be used in an aggregate basis without individualizing and will be used only for academic purpose. Therefore your prompt and valuable support is highly appreciated. Thanking you in advance.

P.A.M.D.Perera (MBA (IT) 2010 -University of Moratuwa)

Organization's current back ground on IT services – Please tick the correct answer(s)

1. How many staff do you have in your organization? …………………………….

2. How many staff do you have in your organizations' IT department? …………..

3. How are the IT services provided to your organization?
   a. By company's IT department ☐
   b. IT department is outsourced ☐
   c. IT services are decentralized ☐

4. What are the main IT services provided by your organization to all departments?
   a. LAN/WAN/Server Management ☐
   b. Email ☐
   c. IT Infrastructure support (PC/Laptops) ☐
   d. IT Help desk ☐
   e. IT repair center ☐
   f. Network security ☐
   g. Software development ☐
   h. Disaster recovery ☐
   i. Other (please specify)………………… ☐

5. As an internal customer of the IT services of your organization are you satisfied with the quality of the IT services provided? (Please mark only one answer)
   a. Highly satisfied ☐   b. Satisfied ☐
   c. Neutral ☐   d. Not satisfied ☐
   e. Highly dissatisfied ☐

6. How do you describe the culture of your IT department? (Please mark only one answer)

    a. Customer centric   ☐   b. Revenue centric   ☐
    c. Compliance centric   ☐   d. Innovative   ☐
    e. Other (Please specify………………………)

7. What are the other internationally recognized IT related standards implemented or implementation in progress at your organization?

a. ISO – Quality standard   ☐   b. ISO - Information security standard   ☐
c. COBIT   ☐   e. ITIL   ☐
d. Other (Please specify………………………)

8. How do you rate the level of support received from top management in your company for a newly proposed IT project? (Please mark only one answer)

a. Very High   ☐   b. High   ☐   c. Satisfactory
d. Poor   ☐   e. Very poor   ☐

9. What is your opinion on budget allocation for IT related projects in your organization? (Please provide one answer)

a. Provides more than the required budget   ☐
b. Provides a satisfactory budget   ☐
c. Provides budget only for a few selected routine projects   ☐
d. Getting budget allocated for a new IT project is really hard   ☐
e. Other (Please specify………………………………)

10. What is your opinion about staff availability for a new IT project team? (Please provide one answer)

a. More than enough staff available for a new IT project team   ☐
b. New staff can be requested and recruited within a short period specially for the new project   ☐
c. A new IT project team always has to be formed with existing staff ☐
d. Forming a project team for a new project is really hard   ☐
e. Other --

11. According to your past experience, what is your opinion on adaptability of the IT staff for new systems, processes? (Please provide one answer)

a. Very easily adapted   ☐
b. Getting adapted with less resistance   ☐
c. High resistance before adapting   ☐
d. The level of resistance may vary from project to project   ☐
e. Other ……………………………………………………

12. According to your knowledge, what is your opinion about the flexibility of IT systems /Infrastructure of your company for implementation of new IT projects? (Please provide one answer)

a. Very flexible   ☐   b. Can be managed   ☐   c. Not flexible enough
d. Not flexible at all   ☐   e. Other …………………..

13. What is the level of getting external consultancy for new IT projects in your organization? (Please provide one answer)

a. Very high ☐ b. High ☐ c. Moderate ☐
d. Low ☐ e. Nil ☐

14. Does the processes for providing various IT services are well documented and monitored at your organizations' IT department? (Please provide one answer)

a. Yes ☐ b. No ☐ c. In progress ☐ d. No idea ☐

15. How often do you have IT related audits in your IT department? (Please provide one answer)

a. Every month ☐ b. Once in every six month ☐ b. Once in a year ☐
d. Very rarely ☐ e. Not at all ☐

16. Does your organization has a vendor monitoring and vendor relationship management programme? (Please provide one answer)

a. Yes ☐ b. No ☐ c. No idea ☐

Awareness on Organizations' IT Service Management (ITSM) Practices

17. How do you rate your knowledge on IT service management? (Please provide one answer)

a. highly knowledgeable ☐ b. having a considerable knowledge ☐
c. Having a slight awareness ☐ d. Not much aware ☐
e. Nil ☐

18. How do you rank the importance of IT service management for the benefit of the core business of your organization? (Please provide one answer)

a. Highly important ☐ b. Moderately Important ☐
c. Marginally Important ☐ d. Not important ☐
e. Importance is unknown ☐

19. Does your organization currently practice IT service management? (Please provide one answer)

a. Fully practiced ☐ b. Partially practiced ☐
c. Practiced in few selected areas ☐ d. Not practiced ☐
e. Unaware if currently practiced ☐

20. If your organization attempted to practice IT service management at *any* level, how do you rate the implementation of ITSM? (Please provide one answer)

a. In a majority of the instances successfully completed ☐
b. Implementation is in progress ☐
c. Implementation at planning stages ☐

d. Any implementation activity yet to start ☐
e. Attempts to implement were complete failures ☐

21. What are the IT Service management frameworks in practice at your organization?
a. ITIL ☐
b. Cobit ☐
c. Other proprietary frameworks ☐
d. internally developed practices and frameworks ☐
e. Ad-hoc practices ☐
f. No idea ☐

22. Have you attended any IT service Management related Workshops, Certification exams? (Please provide one answer)
Yes ☐   No ☐
If yes please specify …………………………..

IT Service Management (ITSM) Implementation
23. Considering the current status of ITSM implementation at your organization, how would you rate the following barriers to ITIL implementation in your organization? (Where 1 = Not an obstacle, 2 = Occasional obstacle in few instances, 3 = Minor obstacle,4 = Moderate obstacle, 5 = Major obstacle)

	1	2	3	4	5
a)Lack of Executive sponsorship					
b)Lack of resources (time or people)					
c)Lack of internal knowledge/skills relating to ITSM					
d)Lack of funding/cost of adoption					
e)Business understanding of ITSM implementation objectives					
f)Organizational resistance to change					
g)Existing IT polices ,processes and procedures in place					
h)Adaptability/Flexibility of existing systems/infrastructure					
i)Interdepartmental Communication and Collaboration					
j)Measuring Return on Investment (ROI)					
k)Project management capabilities					
l)Existing Project Management Practices					
m)Getting the external vendor support					
n)Selection of right ITSM framework					
o)Maintaining momentum/ progress stagnates					
p)The culture of the IT department					

24. If your organization has done ITSM implementation to a certain extent, how would you rate the improvement in the following areas? (Where 1= No improvement, 2=Few selected improvements, 3= Minor improvement, 4=Moderate improvement, 5=Major improvement)

	1	2	3	4	5
a)Service Quality					
b)Customer satisfaction					
c)Standardized process adoption across all of IT					
d)Interaction of IT with rest of business					
e)Reduction in IT downtime					
f)Financial contribution of IT to the business					
g)Change Management					
h)Morale of IT staff					

25. According to your understanding, please prioritize the areas where the IT service management should be implemented first. (Starting from 1 for highest priority)

- a. LAN/WAN/Server Management ☐
- b. Email ☐
- c. IT Infrastructure support (PC/Laptops) ☐
- d. IT Help desk ☐
- e. IT repair center ☐
- f. Network security ☐
- g. Software development ☐
- h. Disaster recovery ☐
- i. Other (please specify)………………. ☐