

## **ABSTRACT**

Information technology is a strategic key enabler for organizations to gain competitive advantages to increase the economic value of the firm. The CIOs (Chief information officers) and IT managers are facing escalating challenge to deliver IT services with strategic partnership aligned with business priorities. Organizations are now expecting IT departments to adopt systematic approaches for efficient delivery of IT services to guarantee smooth operations.

Standards enable IT organizations to improve productivity, business/IT synergies and cost savings. Solutions constructed on standards direct organizations to achieve goals with less degree of risk. This is where ITIL (IT Infrastructure Library) service management framework comes into the picture. Being a set of best practice, ITIL assist organizations to improve IT service management, service delivery and IT governance. ITIL enable technology departments to demonstrate strong IT service management via systematic execution of operations with stringent controls.

This research aims to understand organizational and success factors which influence ITIL implementations in MSC status organizations.

For research survey, MSC status organizations were selected through stratified sampling technique. The list of the companies obtained from Multimedia Development Corporation (MDC) companies showcase and MDC 2009 companies directory. The research survey was distributed via email and web. The usable response rate was 33.3%.

This study revealed that ITIL is widely adopted in MSC status organizations. Organizational factors such as organization turnover, organization size in terms of total number of staff, organization size in terms of total number of IT staff are positively associated with ITIL implementation. ITIL implementation in large MSC status organizations is much progressive than small organizations. There was no evidence found that ITIL implementation is depend on COBIT implementation in MSC status organizations.

The research also ranked what are the ITIL implementation success factors in MSC status organizations. The top five perceived success factors were commitment from senior management, sufficient funding for ITIL implementation, ITIL training provided to staff, sufficient allocation of staff to ITIL initiative and effective change management. This study concluded that organizational factors influence ITIL implementation. This research also identified success factors of ITIL implementation.

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