

EXAMINATION OF THE SERVICE MANAGEMENT PROCESSES: ELECTRONIC PAYMENTS

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More than 9 out of 10 companies use IT service management (ITSM) frameworks and standards. Main attention in ITSM is put not on creating new software, but on it's management. In IT companies, from 70% to 80% of expenses is based on providing IT service (Orlov, 2005). These numbers show the need of realization of the ITSM.

JEL Codes: M15, L15, O1, O2 and O3

1. Introduction

Services are becoming a big part in every product and that makes it easier to satisfy customers' needs. Even core industries, after stimulation of innovative and always improving technologies in telecommunication, became "service factories" (Chase and Garvin, 1989).

2. Literature Review

Examination was made according to the publications in scientific IT, IT operations management, quality management and other journals. Publications and books were used in the research. For the examination of the service management processes 93 sources were used.

3. The Methodology and Model

During the examination following aspects of the main ITMS models were analyzed:

- Advantages
- Disadvantages
- Global practice
- Features

The results were used to create new models, the model of supplying electronic payments was chosen and recommendations of forming it were given

4. The findings

Electronic payments market has it's own specifics, that should be kept in mind while implementing ITMS. Main factors are:

- Higher safety requirements;
- Accessibility of the services should be much better;
- Immaculate management of the systems and processes.

The model of ITMS in electronic payments industry has to include:

- ITIL framework as the core of the model
- Collection of the asset management processes from IBM ITIL framework
- Management functions from MOF

5. Summary and Conclusions

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- ITMS of electronic payments should be formed according to the good practice of the ITIL standards.
- To manage the implementation of ITIL it is recommended to use ISO/IEC 20000-1/2/3/4/5 group of standards.
- To improve effectiveness of the electronic payments services it is recommended to use two methodologies or the combination of them – Six Sigma and Lean

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