

عنوان مقاله:

A Model for ITSM Software Selection using Fuzzy TOPSIS Approach

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خلاصه مقاله:

Nowadays a growing number of implementing information technology service management (ITSM) frameworks proves the trends to improve the IT services and processes in organizations. In order to implement an ITSM projects successfully in an organization, it is essential to select a suitable ITSM solution. Evaluation and selection of the ITSM software packages is complicated and time consuming decision making process. Selection of inappropriate ITSM solution can turn out to be costly and adversely affects IT processes and services of the organization. This paper presents a model for dealing with such a problem, which is based on fuzzy TOPSIS approach. The presented ITIL based model breaks down ITSM solutions selection criteria into two broad categories namely functional (service strategy, service design, service transition, service operation, continual service improvement) and non-functional requirements (quality, technical, vendor, implementation) including totally 46 selection criteria. Finally, a numerical example is given in an IT service provider company to demonstrate the application of the proposed model.

کلمات کلیدی:

Information Technology Service Management (ITSM), ITSM Software Selection, ITSM Software, Technique for Order Preference by Similarity to Ideal Solution (TOPSIS)

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