ANALYZING THE IMPACT OF IT HELPDESKS ON THE FACTORS AFFECTING LABOR PRODUCTIVITY OF DIVERSIFIED HOLDINGS IN SRI LANKA

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November 2011

Declaration

"I certify that this thesis does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any university to the best of my knowledge and belief it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations"

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Supervisor

(Dr. Raj Prasanna)

Acknowledgements

I would like to thank my supervisor, Dr. Raj Prasanna for the guidance and advices given during the research. I should also thank Ms. Vishaka Nanayakkara and Dr. Chandana Gamage for the advices and the support given from the initial stages of this research until to the completion. I must also thank my fellow batch mates for the encouragement given throughout this research. I should also thank the non-academic staff of the Computer Science & Engineering Department, University of Moratuwa for the support given to complete this research successfully.

My sincere gratitude goes to Mr. Peter D' Almeida, the Managing Director / Chief Executive of N-able (Private) Limited for the support given during the period of this research. His support allowed me to spend more time with the research irrespective of the heavy day to day workload.

I would also like to thank the individuals participated during the various phases of this research providing valuable information. Without their inputs this research project will never be a success.

Last but not least, my sincere gratitude goes to my parents and my wife for the support and encouragements given throughout this research project.

Abstract

Importance of adopting Information Technology into the business processes is a strategic decision taken by most of the modern day organizations. But there are many evidence that even though organizations spend a lot in IT, the expectations are not delivered. Mismanagement is identified as a main reason for this gap between the expectation and the reality. To minimize this gap, many organizations follow best practices such as IT Infrastructure Library (ITIL). Within ITIL, IT helpdesk is considered as a key element which combines the rest of the processes defined under ITIL.

Keeping the role of IT helpdesks in IT service management, this research attempts to understand the impact of helpdesks on the factors affecting productivity. More precisely the research scope was defined to focus the diversified holdings in Sri Lanka. Diversified holdings, by nature operate in multiple business verticals. This makes them to use various information systems to support the business functions adding complexity to the IT environment. This is the main reason of focusing diversified holdings during this research.

This research managed to identify the current methods used by the IT end users and IT support teams in a case where support is needed. It has also identified several limitations of these traditional methods used. Going forward this research has identified the positive impact made by the features & processes available with IT helpdesk towards improving the productivity.

Towards the latter part of this research, several guidelines are suggested, which can be used during a successful deployment of IT helpdesk. This section also includes the feature expectations of both IT end users and IT support teams.

In summary, this research has identified the limitations of the existing methods of requesting IT support and the features available with the IT helpdesk to eliminate these limitations. It also has identified the positive impact of the IT helpdesk on the labor productivity. With the intension of deploying better IT helpdesks, several practical guidelines also were proposed based on the analysis done using collected data.

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