Information technology service management in Raiffeisen Bank Kosovo J.S.C. : [Presentation given November 17, 2010]

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Request System Managing Software -Remedy-

Capstone Project
Albulena Kadriu
17 November 2010
Banking History

• In the second millennium B.C in Babylonia banking activities were highly significant.

• Code of Hammurabi

• Deposits were made in tangible things
Banking History cont.

• Harun al-Rashid (9\textsuperscript{th} century), Muslim traders used sakk system. They could cash in Baghdad a cheque that is drawn in China

• Chartered bank was established in Philadelphia in 1781, followed by more than 10 banks later

• In eighties, banking industry was created

• The first services consisted of head to head contact with clients
Banking Nowadays

• Banking customers have become increasingly knowledgeable, requesting complex products in order to fit to their needs.

• The past two decades have witnessed enormous reductions in the cost of information technology.

• Between 1986 and 1995, the computing power of the average PC increased drastically.

• The cost of spreading data decreased around 90%.
E-banking

- In the late 1990s, the explosion of Internet made people more secure doing online transactions, through web.
- During the years, increasing of the Internet usage impacted positively the growth of the online transactions.
- Online-banking adoption varies across Europe.
Request Managing Software in RBKO

IT Support department problems

• The absence of statistics/reports for efficiency of works completed in general, time management, work overload,

• pressure caused by numerous calls toward IT Support Tracker software was assessed as the best software

• Requests have been categorized primarily according to departments and then according to the type of request
Request Managing Software in RBKO cont.

• In 2009 it was decided that bank must meet ITIL standards through software called Remedy

• ITIL is the most widely accepted approach to IT service management in the world

• Remedy gradually replaced Support Tracker for all business requests for IT services
Remedy

• **BMC Software, Inc** is a multinational corporation specializing in Business Service Management (BSM) software

• Annual revenue in fiscal 2009 of $1.87 billion

• BMC is one of the largest software companies in the world and it has been growing since 2002

• Lately RBKO bought the right to use the software of Remedy from BMC Company, which is has been awarded the first “ITIL® Process Compliant” qualifications
Benefits of implementing Information Technology Service Management

- Increase of efficiency
- Alignment of the IT processes with business processes and goals
- Reduction of the risks associated with the IT services
- Explore new business opportunities
- Reduction of the operational costs
Raiffeisen Business Employee Survey

“The quality of internal service dictates the quality of external customer service” - Heskett, Sasser and Schlesinger

• 17 closed questions
• Sent to 100 people
• 3 weeks period
• 30 % of business employees replied
Key answers according to Business Survey

- 54% are satisfied
- Training is needed

1. How would you rate your level of overall satisfaction with Remedy?

- Very Satisfied
- Satisfied
- Acceptable
- Poor

4. What is the hardest process while working with Remedy?

- Making new request: 4%
- Attaching files: 13%
- Finding the right category: 8%
- Submitting the request: 8%

6. Have you had training about Remedy?

- Yes: 88%
- No: 13%

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Key answers according to Business Survey cont.

Knowhow and knowledge database

15. Do you agree that knowhow and knowledge database of Remedy should be build?

- Yes: 59%
- Same: 32%
- No: 9%

17. Do you think that screens of Remedy should be modified in order to navigate easier?

- Yes: 71%
- Same: 12%
- No: 17%

• Suggestion of Business Employees
  • Approval process should be modified
  • Should be translated in Albanian
IT Employees Survey in RBKO

- 19 closed questions
- 40 employees of IT department
- 57% of IT employees answered
- 1 week period
Key answers according to IT Survey

Remedy is suitable for IT services

2. How much do you think Remedy is suitable for IT services?

- Very Satisfied: 148.0%
- Satisfied: 3.0%
- Neutral: 1.4%

Working with Remedy

7. How have you learned to work with Remedy?

- Short presentation from Service Desk: 70.0%
- Self Learning: 50.0%
- From colleagues: 85.0%

Too many steps to close a request

4. Do you believe that there are too many steps to close a request?

- Yes: 40.9%
- No: 59.1%
Key answers according to IT Survey cont.

- Overview console

- Training is needed

11. Do you believe it would be easier for you if you would be able to see all the requests, including work order in Overview Console?

- Email notification must be improved

19. Do you think that a more meaningful notification should come in Lotus email from Remedy?
Suggestions of IT employees

• Training should last at least one day

• Contact point in every request should be more user friendly

• Request opening through link and installed version or web should provide the same information and design

• Windows in web must be organized better
Recommendation on Remedy Training Program

- Training Outline
- Training Requirements
- Audience
- Roles and Responsibilities according to RACI matrix

<table>
<thead>
<tr>
<th>Role</th>
<th>Instructor</th>
<th>IT User</th>
<th>Business User</th>
<th>Training Department</th>
<th>IT Service Desk</th>
<th>IT Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>R - responsible</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A - accountable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C - consulted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I - informed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deliver the training</td>
<td>R</td>
<td>A</td>
<td>I</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare the training room</td>
<td>C</td>
<td>A</td>
<td>C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare the training material</td>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organize coffee breaks and lunch</td>
<td>RC</td>
<td>I</td>
<td>I</td>
<td>A</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>Approve the training</td>
<td>I</td>
<td>I</td>
<td>I</td>
<td>RC</td>
<td></td>
<td>A</td>
</tr>
<tr>
<td>Facilitator</td>
<td>R</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>

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Recommendation on Remedy Training Program cont.

- Training Evaluation
- Delivery Method
- Duration
- Size
- Facilities
- Training Resources
- Software Requirements
- Trainer Requirements

<table>
<thead>
<tr>
<th>Remedy Training Questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Name:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Rating: 1-5 (very good, good, neutral, bad, very bad)</td>
</tr>
<tr>
<td>1. The training helped me improve my skills on Remedy?</td>
</tr>
<tr>
<td>2. The instructor was clear and concise on delivering the training?</td>
</tr>
<tr>
<td>3. The training room environment was comfortable and proper?</td>
</tr>
<tr>
<td>4. Would you recommend the training to someone else?</td>
</tr>
<tr>
<td>YES</td>
</tr>
<tr>
<td>5. What would you recommend to improve this training?</td>
</tr>
</tbody>
</table>

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Recommendation on Remedy Training Program cont.

**Business Users Training**

- direct connection of instructor and participants to Test Remedy System Application
- request entry console,
- favourite services,
- browsing and choosing a service,
- entering details and submitting the request,
- finding and opening closed requests,
- viewing the service requests that need attention,
- reopen service requests, viewing broadcasts approving service request or putting alternate approver
Recommendation on Remedy Training Program cont.

**IT Users Training**

- Consists of 8 hours
- The first quarter of training same as Business Users
- Change Management
- Release Management
- Capacity Management
- Business Relationship Management
- Operating with tasks and activities
Recommendation cont.

• Email notifications
• Known-error, knowledge database and FAQ
• Opening Remedy through Web
• Use of overview console for all Remedy modules
• Approver name to be obvious for requester
• Modification of the system screens for simplified navigation
Summary of all Recommendations

- 2 hours training package for Business Users of Remedy
- 8 hours training package for IT Users of Remedy
- Improvement of email notification
- Building of the know-how and knowledge database
- New windows to be open as new tabs
- Approver name to be obvious for the requester
- Simplified navigation
- Upgrade of the Remedy system to enable viewing of the service requests and the incidents in the overview console
Questions ?