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 (9th 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: 67%
- Attaching files: 13%
- Finding the right category: 8%
- Submitting the request: 8%

6. Have you had training about Remedy?

- Yes: 96%
- 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

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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?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>88%</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>14%</td>
<td>Satisfied</td>
</tr>
<tr>
<td>3%</td>
<td>Neutral</td>
</tr>
</tbody>
</table>

Too many steps to close a request

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

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>59.1%</td>
<td>Yes</td>
</tr>
<tr>
<td>40.9%</td>
<td>No</td>
</tr>
</tbody>
</table>

Working with Remedy

7. How have you learned to work with Remedy?

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short presentation from Service Desk</td>
<td>50.0%</td>
</tr>
<tr>
<td>Self Learning</td>
<td>85.0%</td>
</tr>
<tr>
<td>From colleagues</td>
<td>70.0%</td>
</tr>
<tr>
<td></td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Key answers according to IT Survey cont.

- Overview console

- Training is needed

- Email notification must be improved

9. **Do you think training is needed?**

- Yes: 90.0%
- No: 10.0%

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?**

- Yes: 68.2%
- No: 31.8%

19. **Do you think that a more meaningful notification should come in Lotus email from Remedy?**

- Yes: 27.3%
- No: 72.7%
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>Activity</th>
<th>R - responsible</th>
<th>A - accountable</th>
<th>C - consulted</th>
<th>I - informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver the training</td>
<td>R</td>
<td>A</td>
<td>I</td>
<td></td>
</tr>
<tr>
<td>Prepare the training room</td>
<td>C</td>
<td>A</td>
<td>C</td>
<td>I</td>
</tr>
<tr>
<td>Prepare the training material</td>
<td>A</td>
<td>I</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>Organize coffee brakes and lunch</td>
<td>RC</td>
<td>I</td>
<td>I</td>
<td>A</td>
</tr>
<tr>
<td>Approve the training</td>
<td>I</td>
<td>I</td>
<td>I</td>
<td>RC</td>
</tr>
<tr>
<td>Facilitator</td>
<td>R</td>
<td>R</td>
<td></td>
<td></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>
</tbody>
</table>

Rating: 1-5 (very good, good, neutral, bad, very bad)

1. The training helped me improve my skills on Remedy?
   1 2 3 4 5

2. The instructor was clear and concise on delivering the training?
   1 2 3 4 5

3. The training room environment was comfortable and proper?
   1 2 3 4 5

4. Would you recommend the training to someone else?
   YES  NO (please explain)

5. What would you recommend to improve this training?

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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?