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# DETERMINE THE EXTENT OF EFFECTIVENESS OF ITIL® TRAINING AND CERTIFICATIONS

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## ABSTRACT

*The practice of outsourcing IT services has grown in popularity a lot of attention from IS scholars in the last 20 years. The findings from the quantitative design form the basis of the study. Each responder was hand-picked from one of three areas within the investigated IT organization: the Americas, Europe, and Asia Pacific. For statistical analysis, only 125 Postgraduate (PG) students, or 61 from the private sector, have submitted their replies. The results showed that optimizing IT service delivery is greatly helped by top-down support, technological push, open lines of communication, thorough training, and contextualized learning. Furthermore, optimization of IT service delivery was unaffected by any independent variable when combined with employee engagement, with the exception of technological push. Management, communication, training, and situational learning all have a role in optimizing IT service delivery, but employee engagement acts as a moderator in this connection. When adopting ITIL best practices for IT service delivery, these elements are vital for any IT Organisation that wants to stay competitive in the market.*

**Keywords:** Top-Down Support, Technological Push, Communication, It Services, Optimizing

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## 1. INTRODUCTION

One way for a company to get the most out of its IT investments is via IT service administration, or ITSM. With IT service management (ITSM), an internal or external IT service provider collaborates with business clients while bearing the expenses and risks connected with IT services as the primary method of providing and acquiring value. From initial concept to design, transition, and actual operation, IT service management (ITSM) covers it all. In order to maintain high-quality IT services over time, IT service management (ITSM) sets up a system of procedures. When it comes to managing IT services, there are standards at the industrial, national, and international levels that outline what is required and what is considered acceptable practice.

Value centricity and continuous improvement are two of the guiding concepts of IT service management (ITSM). To accomplish the intended result for the company, it takes more than simply a set of processes—it requires a cultural mentality. It draws on ideas and techniques from a wide range of management philosophies, including risk management, system analysis, lean manufacturing, and organizational change management.

ITIL, short for "Information Technology Infrastructure Library," is an ITSM framework that emphasizes coordinating IT offerings with organizational requirements. Currently, Each of ITIL's five foundational books addresses a different phase of the IT service management lifecycle. The ITIL 2011 edition describes this format. Despite sharing a foundation with ITIL, ISO 20000 (formerly BS15000) and BS15000 are distinct standards. Information technology service management is governed by the International Service Management Standard, ISO 20000, whereas ITIL is its foundation.

IT Infrastructure Library (ITIL) lays down generic processes, procedures, activities, and checklists that each company may use to build strategy integration, provide value, and keep competence levels minimal. It provides a starting point for the organization's planning,

implementation, and measurement processes. You may use it to show that you're following the rules and to see how far you've come.

## 2. LITERATURE REVIEW

**Elfakharany, Essameldean. (2012).** The IT service management (ITSM) implementation methodology is based on the Information Technology Infrastructure Library (ITIL) Version 3. *Journal of Business and Management Research International*. 3: 113–132. This paper aims to explain the idea of IT Infrastructure Library Version 3 (ITIL v3) and how to apply it to any Egyptian IT company in order to boost productivity, make work easier for corporate staff, and let clients know what kind of services they are receiving. Nowadays, ITIL is regarded as the de facto industry standard framework for IT Service Management (ITSM) in companies whose operations rely heavily on IT services and infrastructure.

**Elfakharany, Essameldean. (2012).** Although ITIL v3 was adopted by organisations in the West, it remains a novel framework tailored to the Egyptian and Arabian contexts. According to the APMG ISO/IEC 20000 website [1], the number of firms with ISO/IEC 20000 is less than 2% of all certified organisations worldwide, and as of right now, no company in Egypt has it. This is the best evidence of the lack of ITSM throughout the Arab area and not only in Egypt. In light of this, this study examines an ITIL implementation approach in Egyptian corporations, taking into account cultural considerations and their potential impact on the implementation's effectiveness. According to the ITIL Process Maturity Framework, we have already applied this methodology in three Egyptian firms, and it has been successful in raising the process maturity level from level one to level four.

**Ahriz, Souad et.al. (2021).** The World Health Organisation (WHO) proclaimed COVID-19 a global pandemic on March 11, 2020, resulting in a health crisis that has impacted every industry and sector globally. Since then, enhancing strategy, guaranteeing the accomplishment of their mission, and reaching their objectives have become challenges for all organisations, including higher education institutions (HEIs). Consequently, in order to preserve distant pedagogical continuity, these institutions' leaders are attempting to find suitable solutions. To motivate people to realise their goals and realise their missions, HEIs require visionary leaders. Additionally, competent managers should ensure that their teams are aligned with the objectives of the organisation. Scholars are paying more and more attention to the topic of leadership and management, and it is now a crucial tactic for enhancing an organization's

ability to function efficiently. It's still very difficult to establish a leadership and management style during a crisis and it takes a lot of material, financial, and human resources. Material resources are extremely crucial to manage, especially information and communication technologies (ICTs). The advent of diverse platforms, tools, and pedagogical approaches has compelled leaders and managers to exert significant effort in implementing the most suitable solutions for emergency remote education. To facilitate effective teaching and learning, the leadership team of the institution must see to it that the necessary infrastructure is put in place. It must also initiate a more thorough examination of the calibre of services provided to the different stakeholders. Our input is a component of the quality strategy that emphasises effective communication of roles, procedures, and services management. First, we will discuss the findings of a qualitative study that was conducted at a public university in Morocco with the participation of instructors, administrators, and students. We were able to determine the possibilities and obstacles for establishing remote pedagogical procedures through the data analysis. An IT service management strategy founded on ITIL (Information Technology Infrastructure Library) best practices is suggested in this context. This strategy aims to maximise resources, enhance the calibre of IT services that are offered, and provide service agreements and catalogues to a range of consumers. It will provide them with a single language and set of procedures, and it will operate as a foundation for leaders to organise and enhance the effectiveness and calibre of service delivery.

**Alojail, Mohammed et.al (2012).** The effect that IT outsourcing relationships have from ITIL (information technology infrastructure library) suggested practices. ACIS 2012: 23rd Australasian Conference on Information Systems Proceedings. The outsourcing of IT services has gained popularity among IS researchers within the past 20 years. Furthermore, because IT services are so important to contemporary businesses, managing IT services—both internally and externally provided—has emerged as a new field of study for academics. The Information Technology Infrastructure Library (ITIL) framework is one of the more well-known frameworks for IT service management. The relationship between ITIL and IT outsourcing has been the subject of numerous claims, all of which require additional empirical investigation. This study examines the impact of ITIL recommended practices on the success of IT outsourcing arrangements using data collected from an initial focus group. Rouse & Corbitt, Alojail, 2012.

**Yazici, Ali et.al. (2015).** This article provides a general introduction to IT service management (ITSM) and examines into global research and education initiatives in the field. The study aims to guide researchers by providing quantitative data on field research activities

and to inform training organisations (e.g., universities, training institutes) about the current state of ITSM education at the undergraduate and graduate levels. In the field of education, statistics revealed that, in addition to the public's and the IT sector's appreciation of the field of IT service management, stand-alone undergraduate and graduate programmes are becoming more and more popular among recent high school graduates who have higher expectations for the job market. The research findings motivate and direct the researchers by offering the most recent quantitative data on the ITSM field. They also give guidelines for curriculum developers in the design and implementation of courses for the de facto interdisciplinary ITSM degree/certificate training programmes. It is among the first studies to offer research and educational trends related to ITSM. By expanding our knowledge of ITSM education and research challenges, the current study adds to this significant stream of new research. This article examines recent research trends in ITSM education and advances the present state of knowledge in this field, which is becoming standard for providing high-quality IT services in businesses.

### **3. RESEARCH METHODOLOGY**

The research design, as per Babbie and Mouton (2012) and Clarke and Dawson (1999), is the study's strategy for conducting the study. The study evaluated results from obtaining an ITIL® certification or training using survey technique, with two surveys being used to gather the necessary data.

The data was collected from IT Infrastructure Library (ITIL) certification and training for supervisors and managers via an employer-facing questionnaire. Purposive sampling was used to randomly choose 400 employers from a pool of 590.

After receiving the questionnaire, 171 employers provided feedback, indicating a significant level of participation in ITIL training and certifications.

The researcher conducted an ITIL training survey using an Employee Questionnaire and Employer Survey. The questionnaire was sent to registered ATO email addresses and physical copies were given to some participants. Out of 1300 workers, 287 (12.08% response rate) provided feedback. Employers' email addresses were used to send the survey, and out of 590 answers, 28.98% were received from the survey. The survey collected data from 287 out of 1300 participants.

#### 4. DATA ANALYSIS

Employees rated their agreement on five statements to evaluate the efficacy of the factor "Enhancement in Compensation," which assesses the perceived compensation enhancement due to ITIL training and certifications. Table 1 provides descriptive statistics in terms of Mean and Standard Deviation.

**Table 1 Descriptive Statistics of Compensation Improvements**

S. No.	Statement	Mean	SD
EC1	Obtaining an ITIL certification may boost morale and productivity in the workplace.	4.052	0.710
EC2	Earning an ITIL certification opens doors to better salaries and more senior jobs.	3.624	0.949
EC3	In terms of employee evaluations, our company does not place enough emphasis on ITIL certification and training.	3.554	0.859
EC4	Opportunities to be hired for positions with excellent income increases are presented by ITIL training and certification.	3.711	0.922
<b>Overall Mean</b>		<b>3.735</b>	

The study reveals that ITIL training and certification have significantly improved career prospects for respondents. The highest mean score for the statement "Career prospects are high for ITIL certified individuals because they are in high demand by many companies" was 4.021. The statements were 3.913 and 3.770, respectively, with each statement having a mean rating of more than 3.7. The overall mean score for the five statements is 3.836, indicating that 76.72% of career advancement was successful.

#### **Job performance**

The five statements that examine the perceived increase in work performance as a result of completing Each employee was given an ITIL training and certification to rate how much

they agreed with. The effectiveness of the factor "Job Performance" was determined using this information. Mean and Standard Deviation (SD) are the descriptive statistics for the items are shown in Table 2.

**Table 2: Descriptive Statistics of Job Performance**

S.No.	Statement	Mean	SD
JP1	Providing ITIL training has boosted morale and work satisfaction among employees.	4.045	0.691
JP2	Getting an ITIL certification has helped increase productivity and efficiency in the workplace.	3.920	0.791
JP3	In our firm, we make sure that workers have plenty of chances to put their knowledge to use.	3.777	0.836
JP4	Workers have the freedom to choose and use the most suitable problem-solving techniques.	3.456	0.937
JP5	Workers fail to demonstrate enthusiasm for applying what they have learned.	3.526	0.945
<b>Overall Mean</b>		<b>3.744</b>	

Respondents gave excellent marks to the Job Performance elements; the ITIL training component had the highest mean score (4.045) for boosting morale and job satisfaction. Efficiency and productivity were both improved by ITIL training and certification, with a mean score of 3.920. The average score for giving workers enough chances to put what they've learned into practice was 3.777. On the other hand, 3.526 was the average score for workers who shown little enthusiasm in applying what they had learned. With a mean score of 3.744 out of 5, the four assertions pertaining to Job Performance demonstrated that 74.88% of the time, they were successful.

### Contribution to organization

The efficacy of the element Contribution to Organisation was assessed by having workers score their degree of agreement with six statements. These statements examine the perceived contribution to the Organisation as a result of engaging in the ITIL training and certifications. The descriptive statistics for the items are shown in Table 3 using Mean and Standard Deviation (SD) metrics.

**Table 3: Descriptive Statistics of Contribution to Organization**

S.No.	Statement	Mean	SD
CO1	Efficiency has been enhanced via the implementation of ITIL training and certification, leading to time and money savings.	4.021	0.709
CO2	Thanks to the training, I am now more efficient in my job.	3.997	0.787
CO3	I am now better able to respond rapidly to changing service needs as a result of my ITIL training.	3.840	0.829
CO4	My alignment with business has increased	3.634	1.052
CO5	The company has been able to seek further business or contracts thanks to positive donations.	3.763	0.848
CO6	My dedication to the company has not grown as a result of my ITIL training.	3.537	0.995
<b>Overall Mean</b>		<b>3.798</b>	

The "Contribution to Organisation" factor has received high ratings from respondents, with the statement "ITIL training and certification has resulted in improved efficiency in terms of cost and time savings" receiving the highest mean score of 4.021. The statement "ITIL training has improved my ability to adapt quickly to new service requirements" followed closely

with a mean score of 3.840. All other assertions had a mean rating of more than 3.5. The four assertions pertaining to the factor have a 75.96% success rate.

### Overall descriptive statistics of employee's data

Table 4 displays the demographic breakdown of the workforce in terms of descriptive statistics (Mean, Standard Deviation). "The Effectiveness of the ITIL Training and Certifications" is a seven-part evaluation, and the table below displays the average score (out of five) for each component. Last but not least, we calculate the scale's standard deviation and total mean score.

**Table 4 Overall Descriptive Statistics of factors of Employees Data**

S. No.	Statement	Mean	SD	Percentage of Effectiveness
1	Training Methodologies	3.697	0.84	73.94
2	Program Delivery	3.733	0.82	74.66
3	Development of Skills, Knowledge and Attitude	3.979	0.82	77.58
4	Advancement in Career	3.836	0.84	76.72
5	Enhancement in Compensation	3.735	0.86	74.70
6	Job Performance	3.744	0.84	74.88
7	Contribution to Organization	3.798	0.87	75.96
<b>Overall Descriptive Statistics</b>		<b>3.788</b>	<b>0.84</b>	<b>75.78</b>

The table reveals that the "Development of Skills, Knowledge and Attitude" has the highest efficacy rate at 77.58%, while "Training Methodologies" has the lowest at 73.94%. The overall mean score is 3.788, and employees rate ITIL training and certifications as 75.78% effective.

## 5. CONCLUSION

The effectiveness of ITIL training and certifications as perceived by the employees is 75.78% and as perceived by the employers is 77.12%. The study concludes that the ITIL training

and certifications are highly effective to both employees and employers. The conclusion was drawn from the opinion of the 287 employees and 171 employers who participated in the study.

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