

Executive Summary

The project “Improving the Incident Management SLA Adherence at Dialog Axiata PLC” carried a main objective of improving the service level adherence level in the IT Department to its customers who are employees of Dialog. The service level target was to achieve over 80% and a secondary objective of reducing the incidents (trouble tickets) lodged by 25%. The Author played the “Project Leader” role and was responsible in identifying the problem, analysing the historical data, identifying the root causes, discovering solutions to resolve the problems and implementing the solutions to meet the project objectives. The project was initiated in mid-July and was concluded by end December.

Along with the invaluable insight obtained from the management of Dialog, the author conducted a current situation analysis to identify the actual problems that existed. In the analysis it was evident that there were far too many trouble tickets being raised by users, there was no proper monitoring carried out by the IT management, there were no proper technical guides or knowledge sharing which caused delays and there was no clear segregation of duties. All these were found to be reasons for the poor service level adherence after carrying out SWOT analysis, External and Internal Factor Evaluations, Cause and Effect analysis, Trend analysis and Pareto analysis.

In order to combat the issues, the methods were discussed extensively with the management and the senior personnel of the IT Department. The methods used were, ITIL Problem Management, ITIL Knowledge Management, Performance Monitoring and Resource Management. There were many initiatives taken under each of these components and the execution of the initiatives were carried out using strict timelines and by many different parties within the IT Department including the Head of IT. Hence, the author had to play a major role in coordinating and monitoring the work carried out by all the teams and individuals.

After the implementation of all the initiatives it was evident that the objectives were met and that the project implementation was a success. The author was not only able to gain broad practical knowledge on the concepts that were mastered as theory in the MBA curriculum but also improve on the soft skills and the technical skills.