

Summary of Successful Linkage - Projects Proposals for Funding to Commence in 2010 by State and Organisation

Queensland

University of Southern Queensland

LP100200227 A/Prof Aileen P Cater-Steel, Dr Wui-Gee Tan, Prof Mark A Toleman, A/Prof Terence P Rout

Approved Project Title **Software mediated process assessment in IT service management: development and evaluation of standards-based tools to facilitate continual improvement**

2010 \$20,000.00

2011 \$50,000.00

2012 \$50,000.00

2013 \$20,000.00

2014

2015

Primary FoR 0806 INFORMATION SYSTEMS

APAI_IT 1

Partner/Collaborating Organisation(s)

Assessment portal Pty Ltd, CITEC, SPARQ Solutions Pty Ltd

Administering Organisation University of Southern Queensland

Project Summary

Improvements in information technology (IT) services will benefit the Australian business community as organisations today are almost totally dependent on IT to survive. The implementation of IT service management standards reduces IT downtime as well as improving IT service quality and customer satisfaction. Private and public sector organisations will benefit as the developed tool will enable self-assessment of capability in line with international standards. In addition, the project will validate and transition emerging standards into industry, placing Australia at the forefront of adoption and use. Results will be fed back to the international standards community further enhancing Australia's reputation as a leader in IT standards development.