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Design and validation of certain process algorithm of ITIL Implementation in IT Industries in India

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Abstract:
We endeavor to obtain an overall comprehension of how to make utilize of ITIL and how to employ it. This objective is reached by analyzing the literature, conducting qualitative and qualitative research, which we reach decisions and our investigation. We supply a succinct introduction into the area of process direction and IT service management, after that we strive to provide a brief, however, maybe perhaps not, point of this literature. On the basis of literature analysis on communications and organizations to comprehend the foundation of almost any IT job they could accept. We then narrow our attention on job characteristics, project direction and associated PSOs (visitors to people, approaches, associations), in addition to change direction. Implementing an ITIL is ran through a job that affects not just with organizations and people, but in the procedures of an IT department.

Keywords: *ITIL, ITSM, Change Management, IT Infrastructure, Library, Framework.*

I. INTRODUCTION

Information Systems (IS) and Information Technology (IT) have changed how companies operate today. Significant improvements in business processes through the use of automation is achieved, providing a platform for decision-making and the most important data, to achieve a competitive advantage for the implementation of the implementation of information technology, data processing computing, telecommunications, and technology as the integration and consolidation of Rana has been, where the main components are: data, tools, factor in human, infrastructure, software, and information exchange systems, policies and rules elements, as well as financial resources. Businesses rely more on information technology. The information systems departments that they developed and developed in the same way have been seen as areas of business support, often neglecting to use reasonable criteria to measure profitability, efficiency and quality services offered to the entire organization. The Information Technology Infrastructure Library (ITIL) [1] is a methodology that covers the most important activities of companies in their information systems and information technology based on quality services and efficient and efficient development processes. This approach was developed in the late 80's at the request of the UK Government and the system collects best practices in data management. Since then its use has spread across the private sector, with both multinationals and SMEs having considered it a start standard for conducting the business sector.

In an environment where the availability of services is becoming more and more time-consuming, where customer needs are growing, where business changes are increasing rapidly, it is crucial for systems for information to be properly organized and integrated with business strategies. ITIL proposes to manage these measures by 10 mechanisms with clear focus on the management process. ITIL also provides multiple definitions of common information system concepts to ensure that all communicators talk about

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the same topic, reducing the misinterpretation of time and risk.

This thesis seminar is divided into four chapters. In the first chapter it briefly reviews the methodology, the purpose, the structure of the part of the organization in which it operates, its structure, the characteristics of this structure and the benefits of the organization being implemented. The ITIL certification is also discussed. In the second chapter the ITIL methodology will be guided by the model basic focus towards the organization, as it examines how ITIL makes service support and service delivery key points in a separate location at the company involved in applying the ITIL method.

1.1. ITIL Conceptual Framework

Over the years, companies have had the business opportunity to utilize IT and make significant investments in its infrastructure, for example, these investments will achieve one or more goals, such as reducing costs, managing control and decision making, innovating, improving and redesigning competitive advantage. To facilitate administrative processes, of their products Unamana and enhance the effectiveness and / or business from the perspective of improving customer service, IT infrastructure management and support to achieve the aim of contributing to their infrastructure goals for the business. In aspects of the IT management process, standards and frameworks also develop details on existing "explicitly" what to do, "on an ITIL knowledge base," how to do it. And describes the processes necessary for effective management. They are a set of best practices and standards of processes for designing and managing more efficient data infrastructure within the organization, a "framework" for IT management processes, based on the quality of services and effective and efficient development of processes for the most important operations of firms. The Company and its Customers Confirmation and service level established within ITIL's mission is to disseminate IT service management information technology best practices, this approach specifically to ensure the need for security information to reduce the cost of supply and cost of IT services and their reliability, continuity. And developed to increase quality levels. Through a comprehensive checklist of ITIL, it details the key IT practices, tasks, procedures and responsibilities that any organization can adapt to. ITIL describes it as a regulatory approach and IT service management professional the Emphasizes the key importance of meeting business needs with respect to agreed costs. ITIL represents an unconditional desire to orient the client and service is a prerequisite. In many organizations this requires a major culture change. In short, with the help of ITIL, clear terminology is created in the area of administration IT services. These are a set of best practices and standards of processes for designing and managing more efficient data infrastructure. ISO standards are very strict for business, as there is no other reason why a company is better suited. Instead, best practice is an easy way to improve and standardize corporate processes. While the general guidelines serve best practices for all of their organizations, this is one of the many benefits of using the ITIL method.

1.2 Statement of Problem

ITIL is a method to improve the delivery service efficiently and effectively with high quality based on the best practices of the service. Every year more companies want to implement ITIL. However, a significant percentage of them failed and some companies tried and broke it down, [1]. There are several common mistakes made by companies during the implementation of ITIL [2].

Needless to say, you can find lots of different reasons why ITIL execution is a loser. In particular, due to the aspects which produce information systems (IS) projects generally neglect - such as organizational resistance to change, unplanned business value and strong organizational culture which national - ITIL implementation is also depending on the complex IT platform. But also for these other reasons, general strategies for executing projects generally can be handled[3]. ITIL implementation is extremely expensive and the CEO (CEO) will think hard before implementing it.

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Combine that with many renowned ITIL implementation failures, even with the lack of non-renewable money and that undoubtedly becomes a problem. The key is making ITIL implementation easy, understandable and secure. As may be observed above the execution of ITIL is complex and rigorous. Organizations fall into the same mistakes at exactly the identical time. ITIL instructs organizations "what they should do" but isn't clear on" how they ought to do it" centered on a significant number of integrated processes. With so many processes tackled, many businesses don't have any clue what process should be implemented and or just how far ahead of their first process is. Then a issue is replicated for the 2nd procedure, and so on, until they are lost and begin looking for assistance. However, since each ITIL implementation is exceptional, there was absolutely no “silver bullet" to solve this problem.

II. LITERATURE REVIEW

[C. Bartolini, et al. 2018] [4] Suggested a business-impact investigation and critical incident simulation in IT service management proposed They identified the substantial effect of the company and service disruption of companies being supported by IT, activities, for that execution of service recovery and event management processes. Based on them, improvement and the worthiness of event management plans, to minimize the business impact of service interventions, is really just a very hard task which goes beyond optimization in the sphere of metrics. This paper presents advancement of the big event management process, a decision-making tool for business impact analysis and Hannibal. In accordance with these, the Hannibal IT Support Committee evaluates potential methods for sharing with service disruptions that are higher. They develop experimental consequences of Hannibal functionality in optimization and investigation.

[Marco Jante, Atal, 2018] [5] Examined service level arrangements can be put into place through IT service management applications. The writers used a combo of knowledge management approaches and IT service management to assess the issue. The paper's contribution is to demonstrate the outcome of the analysis dedicated to improving agency level management clinics. This analysis had been completed with the job associated with this KISMET (Effective Transition of IT Service Management and Services) of Eastern Finland University. The contribution of the paper clarifies also the lessons learned and also a SLA rules were employed into this IT service management program.

[Yazun Zhang, Atal 2018][6] " Reasons for Implementing ITS Service Management: Technology, Process and People Perspectives" Therefore they say ITSM is' A subset of the Law Service Science that oversees IT surgeries as advice That's trivial In Contrast, technology-based IT management stands in contrast .In short, ITSM will be More about sharing a common vocabulary package within a company to ease It is going to affect, although The discussion of IT technical team together with business users Virtually every area of this target organization with raising ITSM Implementation in countries that are developing. Those the reasons for success that is crucial In ITSM projects need to be known Processes, people and technologies looking to give quality IT services. Many companies have difficulty implementing ITSM successfully because they do not give enough importance for technology, processes and people.

[Mihir Hesson, ATL 2018] [7] “Presents an article on ITIL-based assistance management Emerald case analysis"so that they present e-government strategies, approaches, implementation, conversion and their major issues. For implementation, the Dubai e-Government, notably the aspects of service support and service delivery was chosen by the authors. They studied e government and ITIL, in addition to how to utilize both together to improve service support and service delivery. They have developed an assessment plan to evaluate the level of Dubai and to build knowledge of control and management problems which might be useful in

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developing the process capability. They use frameworks that are generic to fill out the evaluation. In this evaluation which are under another five and agency delivery, six are under agency assistance.

Naga Iachitula, et al. 2018] [8] Proposed a conceptual approach for automation of the IT service management process. They have used ontological relationships between process artistic and organizational patterns to develop data-conscious processes for data-conscious processes, an effective automated method for integrating both highly automated and human-centered process models. This approach addresses the needs of creating an association between an IT organization's highly automated management process and the human decision-making process. They have also proposed a complexity model that helps identify automation opportunities while satisfying the need for continuous improvement and cost efficiency. The structure of the IT management complexity used in this paper depends on the complexity of the execution, decision complexity, coordination complexity and business item complexity.

[Reben Pereira, 2018] [9] Presents an article entitled" A Maturity Model for ITIL Implementation". The Infra-Structure Library (ITIL) is typically the very popular “best practice" framework for managing information technology (IT) services. Within this research, he proposed also a maturity model and an ITIL implementation maturity model to provide a roadmap for improvement centered on dependencies, motives and tips. He demonstrates the application of the model with a questionnaire to verify the ITIL event management process. He suggested a maturity version that businesses can utilize to make sure that they do not forget about the mistakes. The goal is to look for a model that gives a roadmap for implementing ITIL to aid companies in the approaches that are ideal and to avoid pitfalls that other firms have failed and broken.

III. RESEARCH METHODOLOGY

23 IT professionals engaged in our poll to get data thanks to their own contracts along with company policies although we conducted the poll pinpointing IT businesses. Employees of this company have refused it is impossible for them to publish the company policy. These participants so were likely to offer various viewpoints and are involved in the procedure. Seven members of the team were believed to own the very in-depth wisdom and participation of this procedure - every one of those situation analysts had been the director and winner of these designated venture customer course of action, in other words, the process for this particular company had been executed as a member of managed IT services[9]. The issue management group and the manager's first choice was that the winner of this process over the IT service organization and also had the duty of managing the method for all clients and tackling the installment of this procedure. Participants at the ceremony workplace, service delivery and managing change equilibrium were using an immediate interaction with the situation management process from the view of activities and their processes. The four engineers that engaged in the analysis were affected with the issue management procedure. The job manager worked especially in distributing and managing projects which embedded into solutions that were permanent or were considered methods.

Each of 2 3 participants represented knowledge diverse backgrounds and adventure. Manages and operates together using all the ITIL framework. At least among those 20 participants said that their work experience for example two, together using IT service firms. Later getting interviewed to sponsor IT providers both of the other participants left the company less than a few weeks. Seventeen of the 23 participants needed a part at the company predicated on the ITIL procedures. All participants followed closely ITIL procedures for an engineer that received the tools provided to your IT job and the job manager, but for their job. At least 9 participants had at least inch certification that is ITIL. Three of those

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participants had experience in preparing the process. A participant at the Service Participation Manager was in charge of ensuring that the ITIL process has been conducted in line The purpose of this study is to answer the overall research question by analyzing how the ITIL problem management process[10] and the challenges involved in its implementation were understood and critically reflected by the research participants. The research process can be described as:

1. Researchers employed semi-structured interviews to accumulate information and qualitatively examine them,
2. After assessing the qualitative information, the Analysis conducted a record of important challenges involved with executing the Problem-solving procedure identified with participants,
3. The researcher asked participants to spot each challenge in accordance with their importance.
4. The Researcher unearthed analyzed the score of each battle the Relevance of these challenges and finalize their own order-ranking. According On the information accumulated during also the challenges identified and also the meeting, that the Researchers additionally identified solutions and the manners to overcome those challenges.

3.1 Investigators were asked to ask free questions to get data.

a. What are your experiences?
b. What is your view of this ITIL process?
c. What are the challenges in executing the ITIL process in Associations are supported by IT?
d. What's the comparative value of these struggles?
e. How can IT support companies overcome challenges that are top?

Questions were utilized from the interview process to research participants' knowledge and insights. Of the interviews were ran by researchers at India and telephone did most of interviews with all the participants.

All interviews were taped by the investigators with all the participants' approval. The researcher transcribed all 2 3 interviews for content analysis. The researcher analyzed the participants' responses and answers within the context of this meeting, without saying that the understanding of this study topic from literature review and individual experience. The participants' responses and responses' significance has been created by the circumstance of their participants' words and interviews to make sure the maximum degree of precision in representing the participants' knowledge of this field. Analysis was conducted minus pre-estimation like being a learning process; during this practice, the research was that the research workers and also these participants' perspectives were of overriding importance. The research relied upon explanations and expressions and the very accurate of participants' knowledge to attain decisions.

Whilst the ITIL problem management process had been executed throughout the material analysis process the investigators identified that the topics of challenges. Dependent on these topics, segments were generated by the researcher for participants' responses and answers. The researcher eliminates duplicate things, representing answers and all of the replies. This resulted for both implementing the ITIL problem management procedure, which has been identified with all participants and fully identified answers and all of the replies received from the interviews. Relationships between each category had been identified. For every single barrier the researcher maintained a list of the number of it was cited by participants[11].

Following steps with the content investigation, was that the research workers competent to recognize participants' perspectives concerning the ITIL framework and also the ITIL problem management method, in addition to the challenges in implementing ITIL, in addition to the wide collection and thoughts suggested by the participants.

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3.2 Identification of IT companies in India who have implemented ITIL in India Location of IT Companies

A number of decades back, IT companies' hens were confined by a couple cities. The business had been established in Bengaluru, Mumbai, Chennai, Delhi, Pune, etc Kolkata, Jaipur and Hyderabad. With all the revolt we've experienced rise of organizations in cities and cities. Most state authorities have contributed value to the growth of divisions within their own nations, now. The headquarters evaluation of the 600 IT businesses that are leading reveals the following data:

Table 1: Major Cities with number of IT companies who compliance ITIL

Place	No of Company
Mumbai	131
Bangalore	122
Delhi	43
Gurgaon & Noida	68
Hyderabad	64
Chennai	55
Calcutta	25
Pune	23
Trivandrum	14
Ahmedabad	10
Bhubaneswar	10
Others	35

Table 2: ITIL Revenue Generated in IT Companies

Types of services		
Type of Services	**Rs. Million**	**Percentage**
Onsite Services	63,650	58.18 %
Offshore Services	37,100	33.92 %
Products & Packages	8,650	7.9 %

Table 3: Break-up of IT Activity

IT Activity	Domestic Market		Export Industry	
	Rs. million	Percentage	Rs. million	Percentage
Projects	14,100	28.5	39,950	36.5
Professional Services	2,500	5	48,300	44.15
Products & Packages	23,900	48.5	8,650	7.9
Training	2,300	4.5	1,880	1.72
Support & Maintenance	2,000	4	4,650	4.25
I. T. Enabled Services	4,700	9.5	5,970	5.48
Total	49,500	100	109,400	100

Table 4: ITIL Domestic Market Generated in IT Companies

IT Activity	Domestic Market		Export Industry	
	Rs. million	Percentage	Rs. million	Percentage
Projects	14,100	28.5	39,950	36.5
Professional Services	2,500	5	48,300	44.15
Products & Packages	23,900	48.5	8,650	7.9
Training	2,300	4.5	1,880	1.72
Support & Maintenance	2,000	4	4,650	4.25
I. T. Enabled Services	4,700	9.5	5,970	5.48
Total	49,500	100	109,400	100

Table 6: Domestic IT Activity and their Share

Domestic IT Activity	
Products & Packages	48.5%
Projects	28.5%
I. T. Enabled Services	9.5%
Professional Services	5%
Training	4.5%
Support & Maintenance	4%
IT Export Activity	
Professional Services	44.15%
Projects	36.5%
Products & Packages	7.9%
I. T. Enabled Services	5.48%
Support & Maintenance	4.25%
Training	1.72%

Sources:https://www.bseindia.com/markets/equity/EQReports/TopMarketCapitalization.aspx

3.3 Development Platform

Most companies focus on the following four major development platforms (also, most companies develop on multiple platforms, showing total values

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over 100% Compliance to the observations and data collection Initially, researchers categorized transcripts based on the aforementioned themes and new themes that seem to have arisen. The researchers then shared the participants' views and comments according to this theme. As a result of this process, several themes emerged. However, only findings related to the relationship between ITIL's proposed practices and IT outsourcing management have been published in this paper.

Level Service Level Agreement (SLA)

Quality of communication and knowledge sharing

The relationship between ITIL and customer satisfaction

3.4 Service level agreement (SLAs)

A comprehensive and effective SLA of Service Level Management (SLM)[12] components is a key element within the ITIL framework's service design function. The ITIL framework suggests some of the aspects that should be included in the SLS. For example, SLAs must be written clearly and vaguely. Service-related issues such as service details, availability, performance and reliability must be addressed clearly. All participants (P1, P2, P3 and P4) emphasized the importance of SLS for the success of the outsourcing system. It supports findings from IT that emphasize the critique of well-articulated and well-managed SLSs. P1 suggested that ITIL suggest that customers should carefully understand the contractual obligation of their service delivery then they can more easily report to the vendor performance level and identify any issues that may arise. This supports the observation that the identification and specification of the services should be under the responsibility of the customers. The Service Assurance Director (P1) explains that: "I think with the outsourcing arrangement you formally introduce your service delivery law and you report a matrix on the actual distribution around it, so when you are involved in a contract with the outsourcer, you can establish contractual obligations for the service delivery agreement and do these things regularly. Report to - her How to understand what they are doing or not, or has expressed any problems or issues that they come to understand [13]

IV. PROPOSED WORK AND PLANNING

Problem statements and intentions are framed and discussed in the previous chapter. This chapter presents the details of the proposed system design, the methodology adopted and the expected results of the study. A broader aspect of this study is focused; what are the most problematic issues for local government officials;

IT plans:-

IT collection and

IT implementation

This study helps local government administrators in developing future IT implementation models, as well as providing an unobtrusive framework for future studies on the effectiveness of IT planning, procurement and implementation. IT planning has a direct impact on the procurement process and vice versa - the ability to collect and acquire IT [15] is directly related to the planning process. Implement the collection effect that has a direct impact on both the purchase and planning efforts.

This study identifies a fundamental problem in the implementation of IT. Initially there are numerous and varied problems that cover multiple stages of the implementation process. This national manifold makes the whole process problematic. Due to the nature of the implementation process, each set of issues must be looked at at the respective levels at the individual stage of the overall process. The issues of IT planning are different from those of IT collection and yet each individual factor is inherently important to the whole process and must be looked at in the end in that context. This study breaks down each phase of the process into separate parts that can better identify specific issues at that stage. Unless each distinct part of the process is viewed as a separate unit, it is impossible to understand that the whole process can be broken down predictably and that a particular problem or set of issues may be to blame.

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In the implementation process outlined in this survey, the plan is listed in the first phase. It is based on the standard MIS process model. The planning process provides a fundamental step from which the rest of the process continues. From the planning stage the process goes through the process of purchasing or acquiring. This is the first part of the process where the ideas put into the planning phase begin to take shape. Once all aspects of the IT plan are acquired, the plan can be formally implemented and implemented. Each stage is closely related to others - failure to plan affects both procurement and implementation. In contrast, a discrepancy in implementation may inform future planning efforts or the original plan may be reviewed and excluded. Implementation would be impossible without the process collection. Budgeting for the right technology acquisition and future acquisition is integral to the effective application of information technology. Each stage of the implementation process demands careful consideration and foresight because they are all symbolically related. Details of the design, data collection and analysis, design and implementation of tests / hypotheses, experimental results and analysis of the current six months.

Understanding the ITIL Process the The ITIL process is generally less understood among IT service management professionals than it is in other ITIL processes; and it is not commonly understood by IT support companies or their customers. The concepts of problem management simply do not require a better understanding - such terms as "problems", "underlying problems" and definitions of "facts", "workarounds", "root causes" and "permanent fixes" mean understanding of their relationships as well. Take advantage of the process as well, especially if the benefits of the ITIL process may not be immediately visible and often long-term or costly. Are oriented. Overview Included in this section and deleting duplicates, the following challenge items were listed.

4.1 Framework Development

The development of the integration framework was initiated by establishing the circumstances that serve as guidelines for exploring various theories related to EI and ITIL, particularly in the literature. The results of the literature review were integrated with the experiences of these research staff, and a unified framework was created because of this combination. The entire development process of the Integration Framework has been presented to the extent that the development of the Integration Framework began by establishing key requirements that serve as recommendations for finding various concepts related to ITIL and EI in the literature. The results of the literature review are presented briefly as a combination of study and experience with the study. The development process of the integration framework is presented in step two.

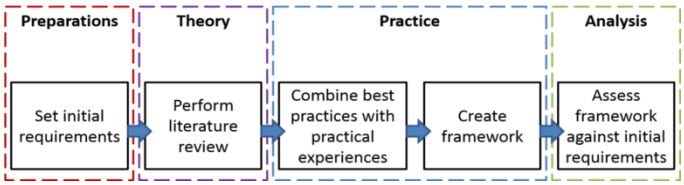

Figure 4: Integration Framework Development Process

4.1 Framework Development Requirements

The priority one requirement was generosity which was presented in the thesis assignment. This requirement was set to distinct the framework from tool specific instructions. Business and technology awareness, ease of use, and tool neutrality requirements were conducted from the need to support day-to-day integration work in integration projects at Sofigate. Layered structure, modularity, and reusability requirements were conducted from Erl's (2008b) SOA design principles which are commonly known best practices for technical service design. The table 3 summarizes all these requirements and gives a more detailed description of each requirement.

Table 7: Integration Framework Development Requirements

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	Description Requirement
Business and technology awareness	The integration framework should take both business and technology into consideration.
Ease of use	The integration framework should be understandable among different user groups, such as within developers, architects, business users, and executives.
Generosity	The integration framework should be adaptable to different ITIL integrations.
Layered structure	The integration framework should prefer abstraction in order to hide unnecessary details.
Modularity	The integration framework should consist of different parts or modules that could be combined in different ways.

4.2 Framework Deployment

The integration framework can be established using ITIL technical innovation guidance recommendations, where design and style are met, along with execution (OGC 2007b, 41). The installation process is controlled by the experimental version, the implementation model, with the integration frame architecture. Section 15 describes the setup method for admin structures.

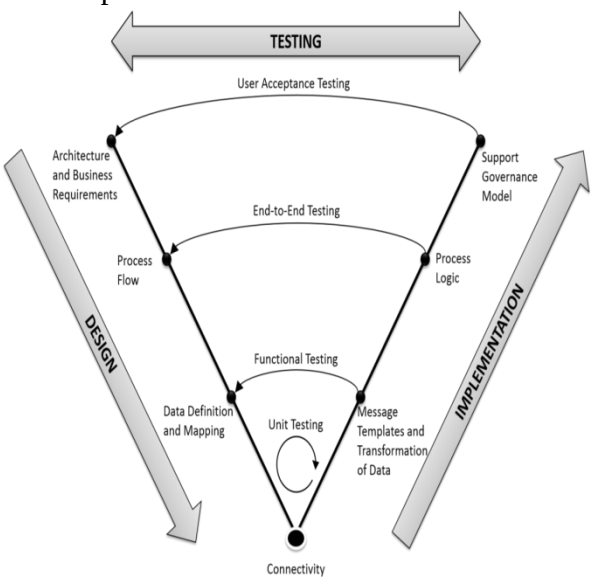

Figure 2: Deployment Model of the Integration Framework

The Amount Has Been Broken to Three stages: design, testing and implementation. Design actions might be performed out using recommendations and all the integration frame tools. Analyzing and Tests periods usually would not need some tools now. The frame stipulates a get to finish all the following stages in a way that is restricted

The Plan phase begins Assessing the integration structure and also the small enterprise require to have. This usually means clarifying ports that are specialized and integration components. In addition, industry conditions are additionally aligned by the structure definition by introducing conditions. This can be really just actually a good starting point for your own integration undertaking. The integration frame gives a template that is pre-study for gathering info that is vital to replicate the integration structure. Moreover, the frame offers technology tips which may be put to use in making tech and design conclusions. In direction of finishing the look the task is always to characterize the integration method stream with also the diagram template and also all the usage example template. Info mapping is completed out using all the trade definition template after all those are carried out. The plan period finishes together with collecting addresses and connection end point speeches. Sometimes it Create this action and be worried regarding connectivity if calculating openings have a tendency to happen sometime. This reduces the period between unique activities from the execution period.

The execution and Testing periods proceed. The execution period starts using configuring both the anti-virus along with also connectivity openings. That really is followed closely with the screening that helps to ensure connections are available between incorporated procedures. The execution in-bounds information transformations dependent on the trade definition template and is still creating cross-border transactions. With the unit analyzing these execution ways are followed closely. It follows that thing or every execution element will be analyzed ensuring execution components accept input signal and create outputs. The testing occurs after the system evaluations are finished. Since it takes input this is regarded as specialized testing. Once analyzing and executing integration the integration needs to be done with all the procedure

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relationships utilizing also the dataflow program and also the use examples. The approach is analyzed utilizing situations when the remedy is prepared. The screening finishes with all an individual approval testing that guarantees the procedure and its particular own components perform just similar to anticipated. Along with that ensures error management works as the service government version conditions. The sequence for Testing and implementation can also be Over-Lapping may comprise actions that are extra based upon the intricacy of the clear answer. This arrangement was selected to encourage the coverage of job development also to alleviate the managing of Integration execution.

V. Analysis, Results and Discussion of Data

Number of employees in the organization Most of the respondents indicated that their organizations had employees ranging from 101-500, which represents 26.67% of the respondents; subsequently 23.33% respondents reported that they had employees ranging from 51-100 and 1001-3000 respectively. Fewer companies had employees ranging from 150 as reported by 16.67% of the respondents while only 10% of the respondents reported of companies with over 3000 employees. Survey Based Analysis identified Variable .Employee Size of the Organization IT employee numbers within the organization. All IT employee sizes were represented with most organizations having

• 10-99 IT employees with 11 (33%) or
100-999 with 13 (39%).
The remaining 28% was made up from < 10 IT employees with 4 (12%),
1000-4999 IT employees with 3 (9%),
> 5000 IT employees with 2 (6%)

VI. CONCLUSION

We have data analysis to determine the level of ITIL adoption in India and its impact on organizational performance. This chapter presents a discussion of the findings and findings of the study. Findings were searched to answer the research questions of the study. The data collected were collated and reports were made in the form of tables and diagrams, and qualitative analyzes were performed in prose. The response rate among the 240 questionnaires completely filled out 30 respondents and returned the questionnaires, representing a 50% response rate. This is a reliable response rate for the DEGA analysis because Mugeneda and Mugeneda (2003) point out that a response rate of 50% for generalization is sufficient for analysis and reporting, 60% is good and response rate of 70% or greater is excellent. The response rate is therefore sufficient for data analysis. To achieve the purpose of studying the demographic characteristics of the respondent's population, the general information of the respondents in this section is important because it forms the basis under which the study can substantially increase the applicable data. The analysis relies on the respondents' information to classify different results according to their familiarity and response. The number of employees in the organization indicates that the majority of respondents indicated that their companies have employees from 101-500, representing 26.67% of the respondents; subsequently, 26.5% of the respondents stated that they had employees of 1-5 and 3-5 respectively. In small firms there were 5 employees who reported 0.6.67% of the respondents, with only 5% of the respondents having more than 000 employees reported.

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