ELEMENTS OF THE INFORMATION TECHNOLOGY SERVICES MANAGEMENT SYSTEM

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ABSTRACT

Digital media and the applications that use it opened the possibility for the functioning of new organizational models, where different entities may possess common goals, common tasks, common resources or a common IT system. Today, IT technology allow businesses to easily share resources and knowledge. They allow for the synchronization of information systems belonging to suppliers and manufacturers. In other words, IT enables the integration of business processes amongst various companies, such as automating the sending and receiving of electronic orders, something that has became quite common recently. Through IT applications and their proper use, organizations can co-create new value for the customer. An important issue is the study of the IT services management mechanism from an economical point of view. The aim of this paper is to present selected elements of the IT value management system in the enterprise.

Keywords: Management, business processes, IT technology, development.