

IT SERVICE PROCESS QUALITY PERSPECTIVES OF THE INTERNAL USER IN THE FIRM

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ABSTRACT

This paper evaluates facets of the critical role of IT (Information Technology) services imparted by the firm's IT personnel, as a business process function within the firm's intra-organizational network, to internal users who avail of these services for operating purposes in their respective business facilities' scape. The narrative explicates key elements of IT service management and IT service quality frameworks bridged along operating dynamics of the internal IT user's perspectives. The yielded nomology positions the firm's IT services entity as a functionally aligned quality-centric service-provider to the internal IT users as its intra-organizational client body in this enterprise-bound value-chained intrinsic dyadic transactional and relational exchange. It offers a resultant research model based on the nomological conjectures among the constructs emergent from varied rationales on several facets and technicalities of intrafirm IT service quality and user prerogatives in conjunction with our connected schema of reasoning on those pertinent service process parameters. Herein the key thematic objective of firm's internal IT user satisfaction with IT services manifests as our main explanandum posited as being impacted by our explanans pertaining to technology affiliated factors defining the pertinent IT services scape in conjunction with user associated determinants driving individual IT utility attitude and behavioral confines.

Keywords: IT Service, Process, Quality, Management, Internal User, Functions, Operations, Strategy.

1. INTRODUCTION TO THE INQUIRY

The Information Technology (IT) function in a firm should serve as an internally cohesive quality focused integral service organizational unit that provides reliable efficient IT services to the business (Commerce, 2007). The theme of this paper positions the firm's IT services function as a quality centric service-provider and the firm's internal IT users as its clients functioning within this intrinsic dyadic exchange between IT and the intrafirm users' dynamic. Viewing the IT service delivery process from a lens of the typical input-process-output system approach in the firm asserts IT's technology role as material input generators for informational flows amidst business operations and IT's service-centered integral involvement with the internal user interfaced humanistic environment as working process entities of the enterprise governance, thereby yielding in the manifestation of internal users' engagement and productivity initiatives adherent to these IT services' loci as output constituents.

Practitioner content is plush with normative and prescriptive schema on process management models and adaptations geared toward design and delivery of quality-based services in varied consumer and industrial market orientations. Scoping service quality efficiencies and effectiveness as an indoctrinated discipline features along varied permutations and combinations routed along cycles of the applicable 'discover-identify-evaluate-design-model-analyze-measure-improve-synthesize-optimize-automate-document-monitor-control' methods for business processes in alliance with the critical roles of people, tasks, information technology, rules, and strategic alignment with the firm's systemic environment. To complement this existential outlook from a stance of internal validity bearing theoretical grounding calls for our scholarly pursuit to explain IT's service process perspectives as perceived by the firm's internal user. The research elucidates IT services delivery function in its process formulation and functional systemic execution roles operating within the firm's internalized supply chain connoted by the IT service personnel and the IT user relationship as a 'customer-of-customer' rendered confine of IT service quality.