
ABSTRACT

Implementation of an information technology infrastructure library (ITIL)
Service Support in a Desktop and Mobile Web Environment

Randyll Pandohie

The ITIL service support model is used to maintain the computer hardware and software architecture in companies throughout the world. In this thesis the ITIL service support model was critically evaluated with other service support models. Based on the analysis ITIL allowed a greater degree of flexibility and could be adapted to different environments. On the other hand, ITIL has some constraints in terms of the complexity of the model and implementation time.

As part of the analysis the different software tools were also evaluated for ITIL service support. Most ITIL software tools evaluated were extremely expensive and did not have an interface to access the information from mobile phones. As such, the framework was implemented in both a Desktop and Mobile environment.

The methodology used for the software implementation was the Agile Development Model. This model was selected because it allowed quick creation of the different modules. The Desktop and Mobile environments both had different characteristics which were taken into account in the software design and implementation.

Keywords: ITIL, Information Technology Infrastructure Library, Web Applications, Design Mobile Web Applications, Service Support framework.