IT service management: How are you doing?

How is your IT department performing? How is it serving the organization? How do your IT service management processes and practices (e.g., ITIL, COBIT and other frameworks) influence IT-business alignment and IT agility? What do your non-IT colleagues think about the performance of your IT department? What do they like and don't like?

To find scientific answers to these important questions for you and your organization, researchers at the Kelley School of Business, Indiana University, are conducting a study of the influence of IT service management practices on organizations. If you are a senior IT professional (e.g., CIO, VP, Director, IT manager, or in any other senior IT roles in the organization) with familiarity of IT service management processes and practices in your organizations (e.g., implementation and use of ITIL, COBIT and other similar industry frameworks), we invite you to participate in a short survey by clicking the following link.

We also request you to forward the same link (below) to some of your senior non-IT colleagues (e.g., VP, director, manager of operations, marketing and sales, finance, accounting, R&D, customer service, supply chain, or any other important non-IT areas) from your organization and ask them to answer some questions specifically designed for them. When they click on the survey link (below), they will be able to select the non-IT survey designed for them.

Participate in this survey, forward this link to your non-IT colleagues, and enter a sweepstakes to win one of ten $50 cash prizes!* At the end of the survey you will also have the opportunity to sign up to receive a summary of the survey results. Please share your valued opinion with us in this important survey by clicking [here](.).

*Due to regulations governing individual geographies, prize drawing is only open to legal U.S. and Canadian (except Puerto Rico and Quebec) residents, age 18 or older. However, please note that we value all survey responses, regardless of location, and encourage your participation.