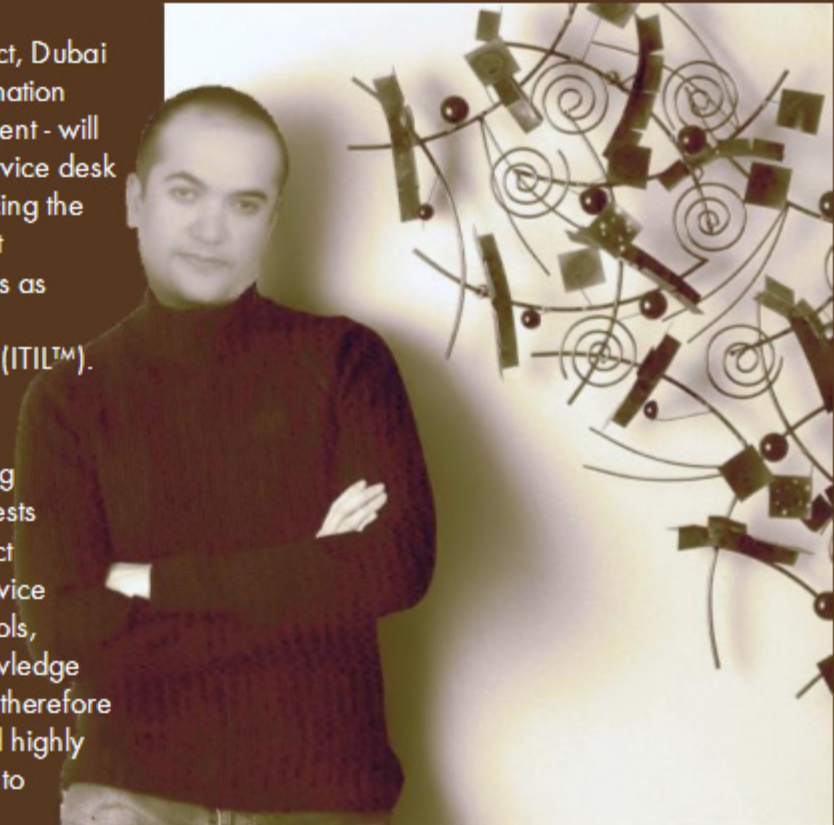


DUBAI MUNICIPALITY EMBRACE ITIL™ SERVICE MANAGEMENT BEST PRACTICES

As part of ACE Project, Dubai Municipality - Information Technology Department - will be upgrading the service desk function and introducing the best practice Incident Management Process as described by the IT-Infrastructure Library (ITIL™).

We can delight our customers by ensuring that we service requests at first point of contact by providing our Service Desk staff with the tools, Techniques and knowledge they need. No need therefore to use expensive and highly qualified technicians to service customers.

When our customers experience IT incidents we can allocate resources based on the impact to the customer and users in line with Service Level Agreements. This enables us to accurately provide resources and reduce wastage. Service Level Agreements document our agreed commitments to customers and include, response and resolution times as well as levels of availability and Service Hours. Communication is an important aspect of delivering a service and users are kept informed of progress to resolve incidents and fulfill Service Requests. In this way we reduce the number of inbound enquiries which in turn reduces the number of people required at the service desk. Hence we deliver a better service at lower cost.



Waddah Mishah

ITIL – ACE Project Manager
Dubai Municipality