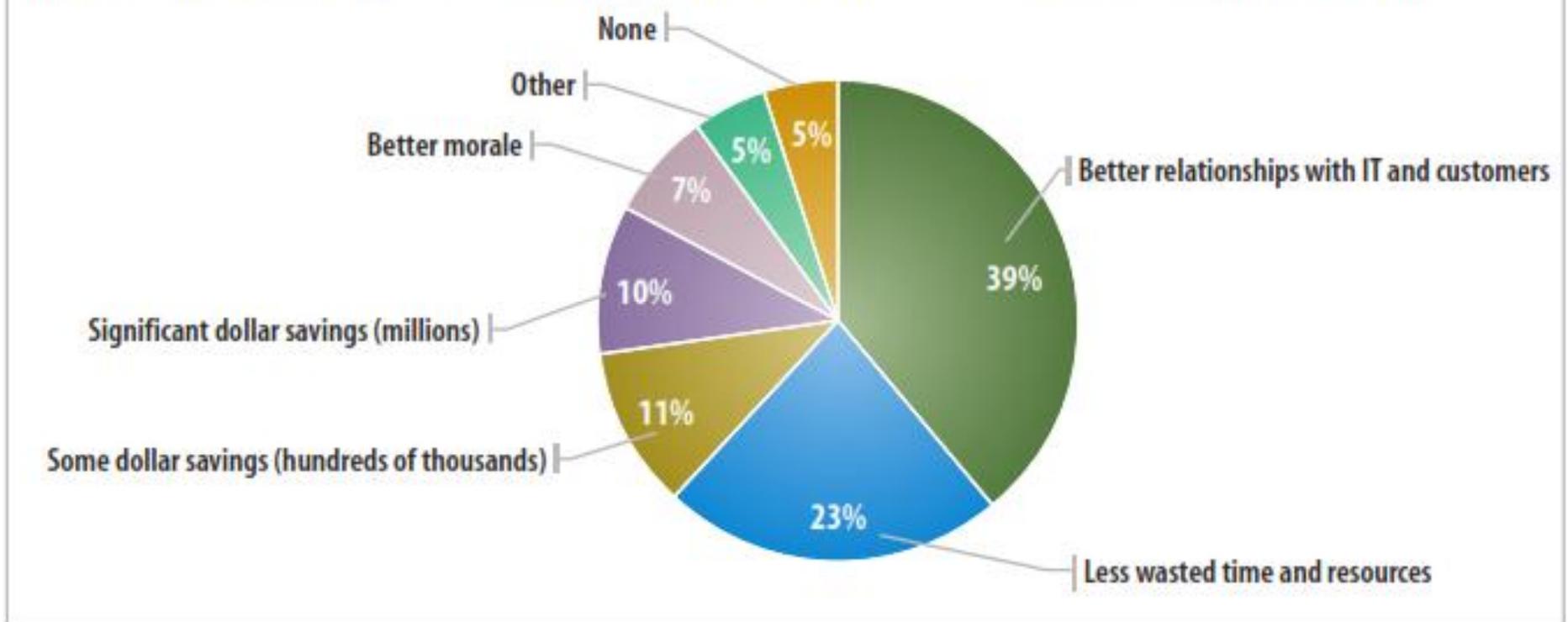


Figure 17

Most Important Benefit of Service Management Initiative

What is the most important benefit that your organization has realized from your service management initiative?



Base: 208 respondents at organizations working toward making IT more service-oriented

Data: *InformationWeek* 2013 Service-Oriented IT Survey of 409 business technology professionals, July 2013

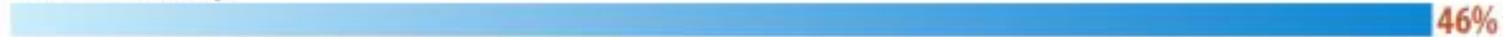
R7190713/17

Figure 18

Drawbacks to IT Service Management

What, if any, are the downsides of IT service management at your organization?

More bureaucracy



We invested in software that nobody uses anymore



Little to no improvement vs. before service management project



Some waste of money (hundreds of thousands)



Worse relationship between IT and customers



Lower morale



IT staff turnover based on skills mismatch



Significant waste of money (millions)



Other



None



Note: Multiple responses allowed

Base: 208 respondents at organizations working toward making IT more service-oriented

Data: InformationWeek 2013 Service-Oriented IT Survey of 409 business technology professionals, July 2013

R7190713/18