

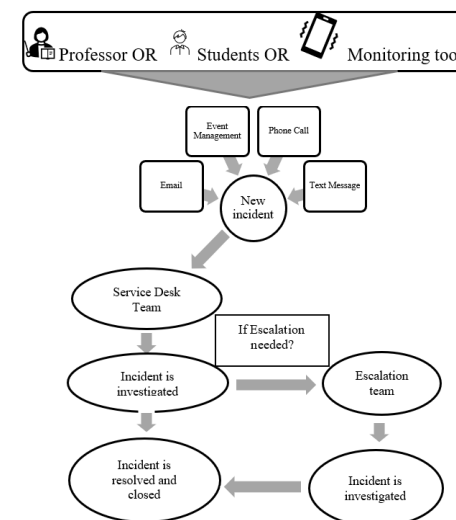
Objectives

- After COVID-19, many applications are necessary for education and these applications must be managed very well, so that there will be no interruptions in their daily operation.
- Considering that online education has become a normality, we should consider the fact that for its proper functioning day by day, a process of Information Technology Service Operation should be implemented to succeed in ensuring that the delivered services are efficient and effective and that there is a process to support them if there are problems.
- By implementing the Information Technology Service Operation process, the objective of minimizing the impact of online education services interruption during the daily activity is achieved.

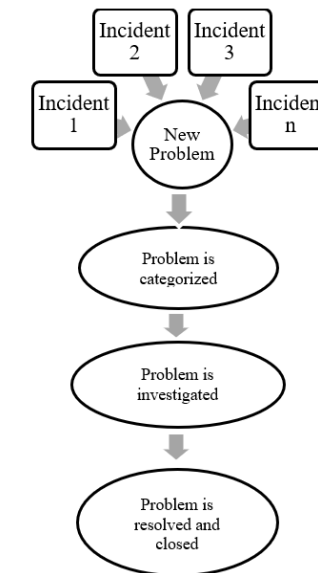
Methodology

- Information Technology Service Management is a concept that refers to all activities that help an organization to handle and implement Information Technology Services. These activities contain procedures, policies and processes dedicated to achieving a good support and high-quality delivery of services.
- The purpose of our work is represented by the implementation in the first phase of the event management, incident management, problem management processes and the service desk function as part of the Service Operation stage.

Incident management workflow for the service operation process



Problem management workflow for the service operation process



Results

- We identified that the average resolution time increased in the second month because of the high intense period where the students and the professors used extensively the online education applications, because the team resources was insufficient for the number of tickets occurred and also because a high amount of time was spent with the administrative tasks to open the tickets in the tools or with simple tasks that can be automated.
- Once we had the incident management, problem management and service desk management processes in place, we noticed that the issues occurred were resolved faster and the dedicated team helped the professor to be relieved of his nonrelated tasks.