

IT Asset and Service Management

Purpose

1. The purpose of the good practice is to implement the principles of effective and efficient management of the IT sphere of the court.
2. The IT service model has proven itself in business practice as it allows to extract organizational potential while reducing costs.

Assumptions

1. The experience gained from business organizations indicates the need to manage IT resources taking into account the so-called IT service model. The IT service model is closely related to the ITSM (*IT Service Management*) concept. Its main idea is to introduce the concept of IT service, i.e. an organizational need satisfied by the IT sphere. In ITSM, the organizational sphere is always superior to the IT sphere, which means that the IT sphere is to take into account the rational needs of the organization in the first place, and not the other way around.
2. It is recommended that each of the actions taken during the implementation of the practice be formally documented. The created documentation allows to protect the developed methods and tools from loss in the event of a change in the staff of the IT department and is a proof of the adaptation of the IT infrastructure to the requirements set out in the law.

Create a tool

1. A valuable tool for implementing the service IT model is to equip each workstation with a concise manual describing the procedure for using the system and actions in the event of emergency situations. It is especially important when hiring new employees.
2. Ultimately, the implementation of the service model of IT services provision should take into account the coordination of activities within the entire appeal. The number of employees included in the IT staff employed in individual courts of appeal allows for the achievement of economies of scale and greater specialization in the organization of activities of the second line of support, solving problems with a greater degree of complexity.

Description of the functioning of the practice

Maturity levels of good practice:

1. initial: unification and standardization of computer hardware – desktop computers, laptops, servers, printing equipment, scanners, etc. (setting device parameters for individual user groups) and determining the appropriate order size).
2. repeatable but intuitive: standardization of equipment types in the service model (e.g. computer for secretarial service, computer for courtroom). Use checklists for device configuration and software installation.

3. defined: automation of software installation and configuration (e.g. use of WDS - Windows Deployment Services, WSUS - Windows Server Update Services, GPO - Group Policy Objects, SCCM - System Center Configuration Manager).
4. controlled and measurable: the use of tools to describe and/or monitor the description of IT infrastructure (e.g. nVision, Spiceworks).
5. optimized: implementation of selected ITIL elements in the provision of IT services.

Benefits

1. The implementation of good practice will result in a significant improvement in the organization of the work of the IT department.
2. This improvement will be achieved through the unification of the various components of the IT infrastructure, achieved as old equipment is gradually phased out and replaced with new equipment with a lower degree of diversity.
3. The use of the service IT model will also lead to the unification of computer workstations in terms of the software used on them, which will be more adapted to the needs of users.
4. A uniform hardware and application structure will additionally increase the security of IT systems in the court and make it easier for the staff of the IT department to respond to failures and disruptions in its proper functioning.
5. The introduction of methods of modeling and visualization of IT infrastructure will allow to increase its control and enable anticipation of the intended directions of changes.
6. In addition, defining the scope of responsibilities within the scope of competences and resources in terms of providing services to the IT department (e.g. the first and second level of support in the service desk) will allow for their optimal use in an organized manner and allowing to achieve the expected availability and quality of services.

Cost of implementation

1. Free tools can be used to implement good practice.
2. Free tools supporting the implementation of ITSM elements include the ADOit CE application that allows you to model the corporate information structure on 4 levels: organizational processes, information systems, data and technology, thus combining the concepts of the service catalog with the CMDB and the iTop software that allows you to implement individual elements of the ITIL library.

Other necessary expenditures/activities

1. A preparatory phase consisting of four stages is necessary: initial assessment of the maturity level, verification of the maturity level, determination of the target maturity level, and selection of methods and tools necessary to achieve the target level.
2. Organizational change involving the application of ITSM concepts can be a very complex undertaking that requires long-term activities and involves significant financial resources. In order to avoid situations of incurring unjustified costs and implementation errors, the ITIL methodology promotes the *adapt-and-adopt principle*, i.e. selecting only those elements of the library that are appropriate for the organization and adapting them to its specifics.

