

## INFRASTRUCTURE DEVELOPMENT VS. IT SERVICE MANAGEMENT – WHAT IS THE FUTURE?

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The equipment and services of information technology in Hungarian higher education have considerably improved in the recent years. This development is likely to continue in the near future – the financial sources for infrastructural development supplied by the EU and the rise of the regional university knowledge centres will only strengthen this process. The maintenance and management of the information technological “public utility” in higher education nevertheless gives rise to a variety of problems that we have not yet prepared for and require new methodological approach.

The IT “boom” recently experienced in higher education has given a pivotal role to information technological solutions in the life of the institutions. Consequently the citizens of these institutions are more and more dependent on them during their daily work, thus the demand for reliable, measurable and controllable services is continuously growing. It is more and more the case that the users act as “buyers”, the intranet service providers act as “sellers” in internal processes and together with the demands of the scientific and business partners who enter the scene with the establishment of the knowledge centres, this trend will only get stronger.

At first approach service management methods of business life could provide solution to this problem. However higher education is a special area, its control, hierarchical relationships are weaker, the service profile is extremely complex and in many cases the work of different organisations with independent jurisdiction in the field of IT management needs to be coordinated.

The lecture shows the process and instruments, which aims to create the unified IT management in the greatest institute of higher education of the country, through the example of the just developing central IT service provider of the ELTE, as case study. It includes the solutions of infrastructure management applied by us, the principles of creating organisational hierarchy, the methodology of cooperation among the unique organisations, the means and administration of service management and the possibilities of contact and control by the users. We will touch upon the procedures of planning and realising applied by us together with the possibilities of implementing the international methodology (ITIL) and quality insurance. Thus the lecture does not aim at describing the already existing situation but can be regarded as a kind of an initiation for a workshop, wishing to bring on thoughts about creating the framework for modernizing and professionalizing the support of information technology in Hungarian higher education based on international examples.