

# Introducing a cross-functional, customer oriented IT-Cooperation-Model supplementing ITIL incident and problem management

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*Organizing the processes of an IT department based on the ITIL framework is a common practice within companies which seek effective as well as efficient management of their IT incidents and problems. Although ITIL gives structure and guidance to a certain extent we discovered a relevant amount of issues which were not optimally covered by the blue print ITIL best practice processes in practice. By a design science approach we designed the “IT-Cooperation-Model” to tackle these specific issues. It is intended to supplement the established ITIL processes (in particular the incident and problem management) in a manner, that these “cases” which need attention and are raised by one or more affected persons are handled by the most fitting, autonomous team in a highly collaborative manner to ultimately achieve customer satisfaction. Therefore, it was designed based on guiding principles to address and possibly overcome known and common issues in predominant ticket-based system. Within this paper we describe the motivation and perceived limitations in the pure ITIL processes which lead to the IT-Cooperation-Model. We discuss on the building principles, the instantiation and the mechanics we installed to continuously improve the model based on retrospectives and surveys including customer as well as previous participating people form the cases.*