

Systems Applications (DEXA 2012), pp. 60-64, 2012.

- [12] M. Vicente, N. Gama, and M. M. da Silva, "The Value of ITIL in Enterprise Architecture", 17th IEEE International Enterprise Distributed Object Computing Conference (EDOC 2013), pp. 147-152, 2013.

Key Performance Indicator (KPI)	Measured values before the implementation of SDMS	Measured values after the implementation of SDMS
The percentage of successfully resolved incidents	78%	92%
The percentage of successfully resolved problems	86%	100%
The percentage of successfully resolved changes	90%	100%
The average time needed for the successful implementation of all incidents	4h	3h
The average time needed for the successful implementation of all problems	6h	5h
The average time needed for the successful implementation of all changes	6h	5h
The average time needed for the successful realization of service catalogue	12 working days	9 working days
The average time needed for the reporting that one element of IT infrastructure (CI) has been failed down	60 minutes	48 minutes
The average time in fall of all Faculty IT services during one month	9 hours	7 hours
The average number of hours which were needed for the successful recovery of all IT services	18 hours	10 hours
The average time needed for the evaluation of all SLA contracts between Faculty and other interested parties	7 working days	4 working days
The average time needed for a collection of all network elements (CIs) in order to create a service catalogue	72 hours	48 hours
The average number of human interventions for the maintenance of network architecture during the period of one month	16 human interventions	10 human interventions

Table 1. Comparison of measured values before the implementation of SDMS and after the implementation of SDMS