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**Dimension Data Research Reveals Link Between ITSM Best Practice Framework Adoption and Quality and Reliability of IT in Business**

*Improved Communication Between IT, the Business and Third-party Partners Results In More Effective Service Delivery*

**NEW YORK — (April 8, 2008)** — According to research commissioned by Dimension Data, one of the biggest drivers for IT service management (ITSM) adoption is the desire to create a common business language that ensures IT, the business and third-party partners/suppliers all communicate effectively, so as to deliver the highest levels of service to clients. According to the survey, there is a link between adoption of frameworks, such as ITIL, and an organization's ability to establish and maintain clear channels of communication. These improved communication channels enable businesses to provide more effective end-to-end service delivery.

The research, which is based on survey responses from more than 370 CIOs from 14 countries across five continents, reveals that globally, more than 90% of CIOs believe ITSM can help align IT and business through the creation of a common language. This is particularly significant when an organization adopts a multisourcing strategy that entails using many best-in-class service providers to manage different functions within the business. Under these circumstances, a common language enables every department to have a clear project definition and insight into expectations and responsibilities.

"In today's competitive business environment, it is imperative that the IT department speaks the same process language with their partners, business colleagues and other IT departments," said Charlie Mantione, VP of Services, Dimension Data Americas. "To accomplish this, organizations are adopting ITSM and using best practice frameworks. As a result, we're seeing a very

disciplined and structured approach to IT service delivery, which is ideal for organizations seeking to reduce the complexity of outsourcing relationships. Frameworks such as ITIL provide definition and clarification so that all parties – IT, outside vendors and partners, and internal business representatives – are operating with one common language,” notes Mantione.

As enterprises face new and complex challenges around change management strategies, multisourcing and globalization, businesses need to arm themselves with new tools, practices and frameworks to more effectively manage the increased volume and intricacies of business relationships among the various parties involved in service delivery.

For more results from this study, go to [www.dimensiondata.com/howdoyoumanage](http://www.dimensiondata.com/howdoyoumanage)

### **About Dimension Data**

Dimension Data plc (LSE:DDT), a global managed services provider, helps clients plan, build, support and manage their IT infrastructures. Dimension Data applies its expertise in networking, security, operating environments, storage and contact centre technologies and its unique skills in consulting, integration and managed services to create customised client solutions. Our deep understanding of the managed services market, backed by over two decades' experience, enables us to deliver services that enable our clients to improve efficiencies and enhance their competitiveness.

