



IT Service Management & Delivery

The concept of service management and delivery is concerned mainly with the services offered to customers; it focuses on the strategic planning, operating, maintaining and delivery of the service ensuring its continuity and availability.

In any planned services, the main phase is strategic planning, which focuses mainly on aligning the services offered to the business needs and supports them by performing continuous improvement to meet and even exceed customer expectations.

Information technology services act as an important tool for users to perform their tasks. In the absence of such a tool, performing tasks becomes more time consuming, if not impossible, which triggers the need for service

delivery techniques to ensure the continuity and availability of the service.

Service availability focuses primarily on ensuring that the service is always available when required. Here, service continuity entails continuous evaluation of risks, availability of contingency plans, and most importantly, service restoration and recovery in case of service disruption.

As the main service provider for information technology services at UAEU, UITs offers a wide range of services to its customers - staff, faculty and students - by providing the latest technology in infrastructure, enterprise application and technical support services.