

# IT Service Management and Higher Education

## Higher education in the digital age

Technological innovation is rapidly changing the face of today's classroom, having both a transformative and disruptive effect on the ways we teach and learn.

In a survey conducted by The Economist Intelligence Unit, 63% (nearly two-thirds) of respondents from both the public and private sectors indicated that advancement in technologies will have a major impact on teaching methodologies, becoming a "core differentiator in attracting students and corporate partners" <sup>1</sup>.

Many forward-looking universities are developing digital strategies to expand the use of learning technologies, improve online and distance learning offerings, and encourage collaborative research. Consequently, university CIOs are more involved than ever in determining not only their institutions' IT policies, but also wider institutional business strategies and direction.

<sup>1</sup> [https://www.nmc.org/pdf/Future-of-Higher-Ed-\(NMC\).pdf](https://www.nmc.org/pdf/Future-of-Higher-Ed-(NMC).pdf)

## Unique challenges

Higher Education Institutes (HEIs) across the globe are faced with increased pressure to respond to the demand for modernization in order to remain competitive.

Ever-increasing volumes of enrolment mean that IT infrastructure must constantly be adapted to meet the demands of a growing customer base.

**The consumerization of IT, evolving consumer demands, disrupting technology such as cloud computing and mobile are all changing the way universities approach IT service delivery.**

Furthermore, university IT departments are faced with the challenge of catering to the diverse IT needs of students, faculty and administrative staff, as well as promoting cross-institutional collaboration.

All of these requirements are often accomplished within a restrictive budget and IT is typically expected to do 'more with less'.

## Leveraging Alemba Service Manager to meet the needs of the digital institution

Alemba Service Manager is trusted by a large number of Higher Education institutions to deliver a world-class IT Service Management solution.

### Alemba Service Manager offers:

- Social media & consumerization techniques in technology  
Alemba Service Manager enables multi-channel support, including chat functionality and shopping cart facilities.

- True Enterprise Service Management  
Alemba Service Manager enables cross-institutional collaboration between IT, libraries, faculties, halls of residence, etc.
- The pyramid effect  
Your campus is diverse. That's why Alemba Service Manager has an interface for everyone – from super user to light user.
- Technical innovation  
One form covers all your needs, utilizing our innovative dynamic screens function.
- Pro-Active analysis  
Use Alemba Service Manager to trend the university's data, thereby circumventing manual reactive logging.
- Evolve with education strategies  
With Alemba Service Manager you are never locked into a single platform. You can move to and from the Alemba Service Manager Cloud without any commitment.
- Automation  
Automate your business processes with Alemba Service Manager's powerful workflow engine.

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