DTU Management Engineering
Department of Management Engineering

Managing IT Service Complexity at DSV A/S

Franziska Schorr, Industrial PhD project

Relevance – challenges, problem or opportunity?

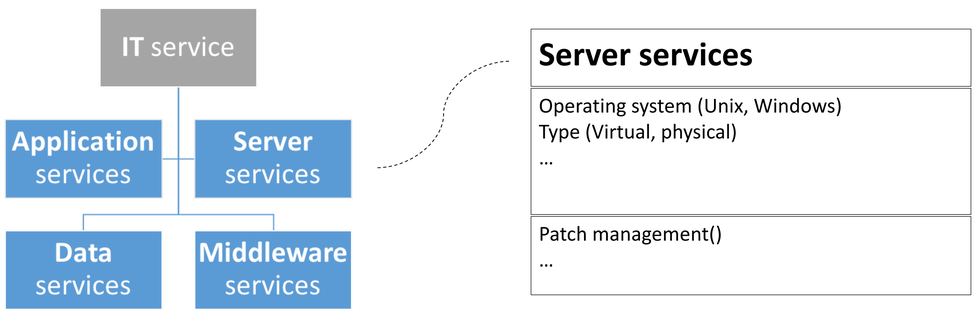
Given the customized nature of IT services, companies can ultimately increase their service portfolio rapidly without paying much attention to its consequences, especially to a steady increase of complexity and its impact on profitability. IT service knowledge management and complexity management are therefore becoming a core part of the IT management agenda. This PhD project aims to help companies to not miss out on profits due to non-value adding complexity costs hidden in IT service offerings.

Research question?

- How do we define, classify and model IT services?
- What drives complexity and complexity costs in IT services?
- How do we apply known complexity management tools to IT service management?
- What are relevant initiatives to measure, reduce, and control complexity in IT services?

Method

The aim of the PhD project is to develop concepts and methods to analyse, quantify and reduce complexity in IT service offerings and IT service operations at service companies, such as DSV A/S. The project focuses on modelling of different IT services along its value chain from its technical realization to its enabling business processes. Based on this service definition, factors leading to complexity of IT service design and delivery (e.g. hardware, software, human resources, processes) can be analysed and measured in regard to their complexity costs.



Expected results

- Adding to knowledge on how to model IT services along its value chain from its technical realization to its enabling business processes
- Adding to knowledge on how to analyse, quantify and reduce complexity in IT service offerings and operations at service companies
- For the collaborating partner: Managing complexity leads to **1-3% EBIT** improvements and modeling IT service offerings fosters standardization

Contact:

Franziska Schorr
Industrial PhD student
Produktionstorvet, building 424, room 129
DK-2800 Kgs. Lyngby
+ 45 50 11 57 58
frsc@dtu.dk
www.man.dtu.dk

Supervisor/co-supervisor:

Lars Hvam
Niels Henrik Mortensen

Collaborating partners:

DSV A/S

Global Transport and Logistics

Funded by:

Innovation Fund Denmark
RESEARCH, TECHNOLOGY & GROWTH

Start and completion date:

15 November 2017 to 14 November 2020

Scan to learn more about the project

Transport Modelling
UNEP DTU partnership
Management Science
Quantitative Sustainability Assessment
Systems Analysis
Engineering Systems
Technology and Innovation Management