

Operations Guide Implementation Practice in Information Technology Organizations

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Abstract : This paper demonstrates the efforts taken by an Information Technology (IT) organization at Saudi Aramco to establish Operations Guide in a practical manner. Review of related work and literature revealed several important aspects to be considered when implementing the operation guide including Identify supporting IT groups, specify each group roles and responsibilities, formulate the IT operations in terms of processes (input/output), list each process main steps, provide the details of each process main step, develop the RACI (Responsible, Accountable, Consulted, and Informed) chart, highlight the process KPI's, utilized systems, and forms. Identified aspects were then addressed in the actual implementation via several practices, including developing the operation guide for all IT supported operations, creating a shared folder for the operations guide, and announcing the implementation to all IT staff. The implementation of the mentioned practice was benchmarked, identified as best in class, and adopted by other internal organizations. Moreover, it was evident and appreciated by IT management. The significance of this study stems from the fact that it might be among the first studies in Saudi Arabia that propose a practical guideline to implement IT operations guide by IT organizations. Additional research significance comes from the study being conducted in Saudi Aramco, one of the world's biggest integrated energy and petrochemical companies.

Keywords : operations guide, process implementation, Saudi Aramco company, information technology, standard of procedure

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