

ABSTRACT

This project is the study of the IT resources planning and allocate by an insurance company that is measured by user service level agreement which brings up to the company's business success factor by means of:

- Responsiveness: By means of responsiveness, we could find improved outcome from the service level agreement presented in chart, type and percentage analysis.
- Efficiency: This is precisely the cost controlling on IT support to meet responsiveness. By means of efficiency, we could find a saving outcome around 2.8 million baht for the IT support spending cost in 3 years which measures with net present value(NPV).

This insurance company has been utilizing the in-house resources as all internal IT staffs to support the users' IT operations for years and they have turned to a partial outsource services to an IT services company. The outsource or IT services company has to start from the IT assets and inventory management to IT support processes which could be justified the cost of investment to ABC Insurance Limited from this partial outsourcing in the view of in-house staffs efforts and cost comparison.

Cost justification on net present value (NPV) is used as a key index to justify ABC Insurance IT management decision in term of successful cost allocation. Maintaining or better service level agreement to ABC's users is the key indicator in term of IT support management effectiveness.

The success of this partial outsourcing for ABC insurance limited may also be a tendency on cost awareness to effectiveness on service level agreement to ABC Insurance Limited and possibly be deployed throughout its whole operation.