

Aspects of Leadership in The Implementation of IT Infrastructure Library Domain Service Strategy at University

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ABSTRACT

Implementation of ITIL (Information Technology Infrastructure Library) in institutions' education tall become more important for increasing the quality service of information technology. However, ITIL implementation requires a role important from leadership to ensure its success. Study This aims to analyze the role of leadership in the implementation of ITIL Service Strategy in high-education institutions. This study uses a method descriptive with do survey of IT staff at several universities. Data analyzed use the technique of qualitative and its results show that leadership owns an influence and positive significance in the implementation of ITIL Service Strategy in higher education institutions. this article gives an important view for university leadership to increase the quality service of information technology and ensure the successful implementation of the ITIL Service Strategy in institutions. This Study has implications for the organization in framework reach objective strategic in management service of information technology and ensure that ITIL framework can be used with more effective and efficient.

Keywords: information technology, IT infrastructure library, leadership, service strategy, university

INTRODUCTION

Leadership is the ability to lead, inspire, and guide a bunch of individuals going toward objectives together. This involves taking a decision, determining directions, and delivering a good example for followed by others (Gülşen & Şahin, 2022). A leader is someone who doesn't only own vision and plan to reach vision such, but also can communicate it effectively to others and get support and buy-in from them. Leadership can be done in various contexts and fields, including in the world of business, politics, movement social, and personal relationships. An effective leader must own diverse skills, incl Skills communication, empathy, adaptability, and thinking strategic, as well ability to inspire and motivate others (Laguna-Sánchez et al., 2021) (Corriveau, 2020). However, it's important For remembered that

leadership no only about the rule and take a decision, but also about understanding and appreciating the perspectives and needs of others. Good leadership must always be human-oriented, respect diversity, and effort create an environment work or inclusive, equitable, and sustainable groups(Wahab & Tyasari, 2020). The use of information technology (IT) has become a need that is not inseparable from a modern business. How A organization takes advantage of IT will influence Power competitiveness and capabilities to fulfill the need of the customer, increase efficiency, as well reduce cost operational(Rashid et al., 2016). one framework popular in IT jobs is the ITIL (Information Technology Infrastructure Library) Framework. Framework gives a guide about how IT can be implemented and managed effectively in an organization(Ruiz et al., 2018). Domain Service Strategy is one of the domains in the ITIL Framework which discusses IT strategy and ways to manage IT services with way more.

In framework ensuring the successful implementation of the ITIL Framework in the Domain Service Strategy is required effective leadership. Good leadership is key for forming a solid team, setting vision and goals, developing appropriate implementation strategies, as well promote cultural innovation and collaboration(Crețu, 2015). This study will be discussed aspects of leadership in IT implementation with ITIL Framework on Domain Service Strategy, and identify possible challenges faced in the process. Besides it, this study too will give A studies case for give more understanding Good about How aspect leadership plays a role important in the successful implementation of IT and ITIL Framework in Domain Service Strategy. In this increasingly digital era developing existence of information technology (IT) is more important in supporting operational A organization(Aymoldanovna et al., 2015). Not only as a tool for processing data, but IT also plays a role important in ensuring customer satisfaction speeding up taking the decision, and strengthening security and internal control(Joo et al., 2014). because of that, a lot of trying organizations for implementing IT effectively to utilize the full potential of IT. One method for managing IT effectively is with using ITIL (Information Technology Infrastructure Library) Framework. The ITIL Framework is a popular framework for IT professionals who deliver guides about methods to manage IT effectively. In the ITIL Framework, several domains discuss aspects certain in IT management, and one of them is the Domain Service Strategy(Maciá Pérez et al., 2021). Domain Service Strategy discusses the IT strategy that should be taken by an organization to fulfill the needs of customers and reach an objective business. In Domain Service Strategy, the organization must consider several aspects important, like objective business, IT architecture, capabilities source power, as well value and benefits from IT services provided(Orta & Ruiz, 2019). Implementation of IT with the ITIL Framework in the Domain of Service Strategy is not an easy thing, because involves Lots of parties and challenges, such as problem technical limitations source power, change policies, and constraints in communication. To ensure successful IT implementation with ITIL Framework on Domain Service Strategy is required effective leadership. Good leadership is key for forming a solid team, setting clear vision and goals, developing appropriate implementation strategies, as well promote cultural innovation and collaboration(Wu & Bao, 2013). Because, this deep article, will be discussed aspects of leadership in IT implementation with ITIL Framework on Domain Service Strategy, as well as possible challenges encountered and possible solutions that have been taken to get over(Haryanti & Pribadi, 2019).

Problem and possible challenges encountered in Aspect Leadership in Implementation Information Technology ITIL Framework are no communication effective between leaders and teams: IT Implementation with ITIL Framework on Domain Service Strategy requires good collaboration and coordination between leader and team. However, sometimes there is a gap in understanding and perception between the leader and team, which hinder the progress of projects and the performance team(Yandri et al., 2019). Lack of support and commitment from leader organization: IT Implementation with ITIL Framework on Domain Service Strategy requires support and commitment from the lead organization to be able to obtain the source power required and overcome obstacles that arise. However, sometimes leader organizations do not enough understand the importance of IT implementation with ITIL Framework and give sufficient support. Inability to predict and manage risk: IT Implementation with ITIL Framework on Domain Service Strategy involves Lots of risks, like risk technical, operational, and policy(Premkumar & Bhore, 2013). Leadership must capably predict and manage risk with the right so you can avoid impact negative on implementation. No existing ability to motivate and lead team: IT Implementation with ITIL Framework on Domain Service Strategy requires effective leadership to motivate and lead a team. Sometimes leadership is not enough capable for motivating the team and direct them in the right direction, which hinders the progress project. Lack of understanding about ITIL Framework: Implementation of IT with ITIL Framework on Domain Service Strategy requires a deep understanding of the ITIL Framework(Wautelet, 2019). Sometimes, leadership does not enough understand the ITIL framework and way of implementation, which hinders the progress of projects and the performance team(Barut et al., 2010; Ismail et al., 2011; Ngang et al., 2013).

This article highlights the important role of leadership in the implementation of the ITIL Framework Domain Service Strategy in managing the service strategy of information technology. Effective leadership from an IT manager is indispensable for reaching goals and the successful management of information technology. This study provides useful insight for IT managers and other IT professionals into the matter importance of effective leadership in the implementation of the ITIL Framework Domain Service Strategy. In the IT context, the article emphasizes the importance of the management of effective and efficient service strategy and how effective leadership can help an organization reach its objective. this article can help IT professionals develop Skills and the necessary leadership to reach success in managing information technology. However, several studies previously highlighted the role of important leadership in ITIL Framework implementation. Some of them emphasize the importance role leader as a facilitator in implementing the ITIL framework and motivating the team for reaching an objective organization(Ruiz et al., 2018). There is also research that highlight's role leader in facilitating change in the necessary organization in ITIL Framework implementation. Researches show that effective leadership can help an organization reach success in implementing the ITIL Framework.

The novelty of this study is an emphasis on the important role of leadership in implementing the ITIL Framework and especially within the Domain Service Strategy. this article takes studies case from an organization in Indonesia to show How Effective leadership is urgently needed in implementing the ITIL Framework. Besides, the studies also deliver a complete explanation of the concept of ITIL Framework and Domain Service Strategy, as well as explain how the second matter relates to the

management service of information technology. This is very important because ITIL Framework is often used in management service information technology and Domain Service Strategy is one of the main domains in the ITIL framework. With an emphasis on roles leadership, the article This can give a guide for leader organization for lead implementation of the ITIL Framework with more effective. This can help an organization reach objective strategic they in management service information technology and ensure that the ITIL framework can be used more effectively and efficiently. Because this study can give a significant contribution to development theory and practice management service information technology. This study aims to analyze the role of leadership in the implementation of ITIL Service Strategy in higher education institutions.

METHOD

This study uses a method qualitative with an approach to reviewing literature and studies role-focused cases leadership in implementing the ITIL framework, particularly in the Domain of Service Strategy. To explain the role of leadership in implementing the ITIL Framework, the author uses review literature to gather information about the concept of ITIL Framework and Domain Service Strategy, as well literature about leadership in management service information technology. This study also took studies case from an organization in Indonesia to show How Effective leadership is urgently needed in implementing the ITIL Framework. In addition, this study also delivers several recommendations and guides for leader organizations about how methods lead ITIL Framework implementation more effectively(Gervalla et al., 2018). This was obtained through results reviewing literature and studies cases that have been done by the author.

So, can be concluded that the method study in the study is more characteristic qualitative, ie use review of literature and studies case For explain the important role of leadership in implementing the ITIL Framework(Yamamoto, 2017). The components studied can see in figure 1 and figure 2.

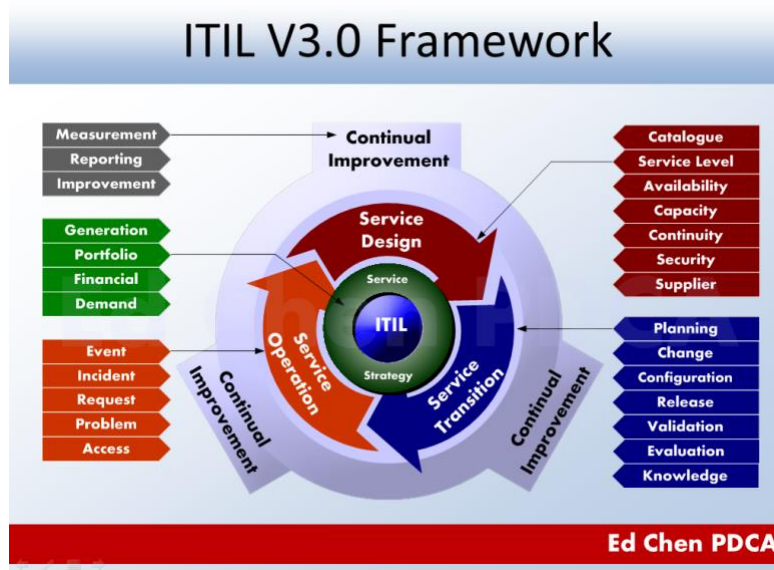


Figure 1. IT Infrastructure Library Framework.

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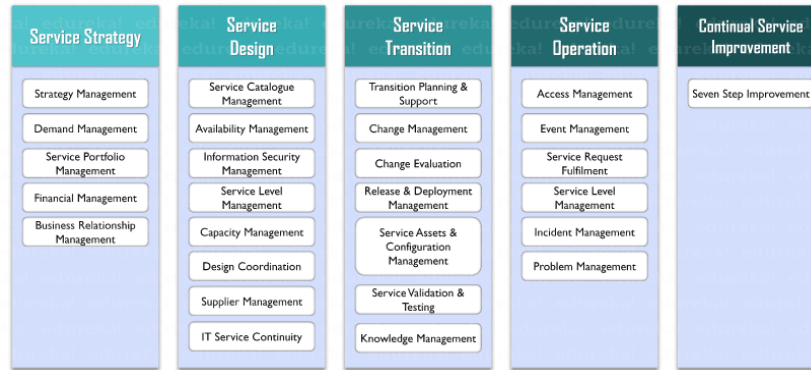


Figure 2. domains in the IT Infrastructure Library Framework.

RESULTS AND DISCUSSION

ITIL (Information Technology Infrastructure Library) is a best practice framework for managing IT services. ITIL consists of five domains, namely Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. Domain Service Strategy is the first domain in ITIL and is the foundation of all ITIL activities. These domains focus on developing strategies for managing IT services to match the need of business organizations (Khalilian et al., 2017). The goal is to ensure that IT organizations can provide valuable service for users and customers, all at once optimizing the use of source power.

Several draft keys within the Service Strategy domain, among others:

1. Value Creation: Any IT services must give a mark plus for organizations and customers.
2. Service Portfolio Management: Management portfolio IT services help organizations manage and organize portfolio IT services to fulfill the need of business.
3. Demand Management: Management requests ensure that available IT services fulfill the need of businesses and customers.
4. Financial Management: Management finance ensures that investment in comparable IT services with generated value.
5. Business Relationship Management: Management connection business ensures that the connection between IT and business is woven well and IT services continue continuously fulfill the need of business.
6. Strategic Risks Management: Management risk strategies help an organization identify and mitigate associated risks with an IT strategy.
7. Service Provider Types: Domain Service Strategy also discusses types of providing IT services that can help an organization manage IT services.

In the Service Strategy domain, the IT organization must also consider factor external such as markets, competitors, and trends in technology. With the use of approach strategic in managed IT

services, organizations can ensure that IT services are provided following the need of business and deliver mark plus for organizations and customers(Bianchi & Sousa, 2016).

Importance Aspect Leadership in Implementation InformationTechnology ITIL Framework Domain Service Strategy can be seen from several matters following:

1. Increase effectiveness ITIL Framework implementation: In management service information technology, ITIL Framework is often used as a framework to help an organization build and manage service information technology. However, to implement ITIL Framework automatically effective, necessary effective leadership in direct and motivate the team to reach the objective organization.
2. Facilitate change organization: Implementation of ITIL Framework frequently needs change organization in various fields like structure organization, policies, and business processes. Effective leadership can facilitate change by motivating and engaging the member team in the process of change.
3. Ensure success period long: ITIL Framework implementation can help an organization reach objective strategic they in management service information technology. However, reaching a success long period required effective leadership to ensure that the ITIL Framework continues implemented and improved following need organization.
4. Increase quality service: Effective leadership can help increase the quality of services provided by the organization through ITIL Framework implementation. With follow principles and practices best contained in the ITIL Framework, an organization can ensure that service information technology has to provide quality and fit the need of a customer.

In context aspect leadership in the implementation of information technology ITIL framework domain service strategy is very important to emphasize role leadership in implementing ITIL Framework and deliver recommendations for leader organization about How method lead ITIL Framework implementation with more effective. With so, it's important aspect of leadership in the implementation of information technology ITIL Framework Domain Service Strategy is huge in the development management service technology quality and effective information.

Strategy Management

Aspect leadership in the implementation of information technology on the strategy management section of the ITIL framework includes several matters following:

1. Set vision and goals: The leader must set clear vision and goals related to ITIL Framework implementation. Vision and goals This must be communicated clearly to the membership team and other stakeholders so that everyone understands Why ITIL Framework implementation is required and what would like achieved through implementation.
2. Make plan Action: After setting a vision and goals, a leader must make a plan of detailed action to reach an objective. This plan must cover the source power required, schedule implementation, and the steps that should be taken to overcome various possible challenges and obstacles that appear during implementation.

3. Manage changes: ITIL Framework implementation often needs change in various aspect organization, like structure organization, policies, and business processes. The leader must ensure that change This managed with good and involves all member teams as well as other stakeholders.
4. motivating member team: Implementation of ITIL Framework can eat time and involvement in a tough job. The leader must motivate member team with give support, admitting contributions to them, and give bait constructive feedback. this will help maintain passion and motivate the member team during implementation.
5. Build culture innovation: ITIL Framework implementation can help an organization develop culture innovation in management service information technology. The leader must ensure that the team work in a manner collaborative, is open for idea new, and pay attention to trends and technology latest in industry service information technology.

In framework reach success ITIL Framework implementation, effective leadership is really important. With the use right approach in leading ITIL Framework implementation, an organization can reach objective strategies in management service information technology and improve the quality of their service providers(Cruz-Hinojosa & Gutiérrez-de-Mesa, 2016). Implementation of information technology on the strategic management part of the ITIL framework in universities requires strong and effective leadership to ensure a successful project.

Following this is several aspects of important leadership in implementation:

1. Clear vision and direction: Leadership must give clear direction and goals in the use of information technology in universities. Clear vision and direction will help clarify the goals and benefits use information technology in the university and motivate the users to operate the project with high spirits.
2. Engagement and support full: Leadership must give engagement and support full in a project. this can be done with ensure that ITIL projects earn high priority and support from senior management and university leadership.
3. Management effective risk: Leadership must be capable identify and mitigate associated risks with the implementation of information technology in universities. this can be done to ensure that all aspects of technology and business from the project are already analyzed with ripe before the project started.
4. Management effective change: Implementation of information technology in universities normally involves change big in culture, processes, and systems. Leadership must be capable lead management effective change to ensure that university users and staff have the skills and knowledge required to adopt new information technology.
5. Effective communication: Leadership must be capable give clear, regular, and effective communication about the progress project and the benefits generated by the use of information technology in universities. Effective communication is also a must to ensure that all stakeholders are involved in the project and understand the changes that occur.
6. Skills leadership: Finally, leaders must own Skills strong leadership to manage a team and engage users in the implementation process of information technology in universities. Skills

leadership like motivating, inspiring, and facilitating discussion between teams will help ensure a successful project and optimize the resulting benefits.

Demand Management

Demand management is a management process served on the ITIL framework that aims to ensure that requests for IT services from users are fulfilled effectively and efficiently. this process involves demand data collection and analysis service, as well ensure that the source power required for fulfilling the requested service the available and allocated with Good.

There are several activity main things to do in the demand management process, namely:

1. identify request service: Stage initial demand management is identified request service from the user. Request service This Can originate from various sources, incl user end, department business, or business unit other.
2. classify request service: After the requested service is identified, the step furthermore is to classify request the. This is done with compare the requested service with a list of existing services in the service catalog so that possible IT team knows which services are available to fulfill a request.
3. Measure request service: After the requested service is identified and classified, the step furthermore is to measure the requested service. This involves related data collection request services, incl amount request, time request, and type request.
4. Analyze request service: After the request data service is collected, the step furthermore is to analyze. Analysis This can help the IT team identify trend request service, identify request the most important service, as well determine is source available power Enough to fulfill request service the.
5. Plan request service: After the requested service is analyzed, the IT team can plan how source power will be allocated to fulfill a request. This involves the determination of priority request service and specifies how to source power will be allocated to fulfill a request.

In practice, demand management is very important for IT organizations to ensure that IT services provided can fulfill the need of users and supports the objective business organization. Using demand management, IT organizations can manage request service from users more effectively, prioritize source power with wise, and improve the quality of services provided(Mesquida & Mas, 2015). Implementation of information technology on the demand management part of the ITIL framework in universities requires strong and effective leadership to ensure a successful project.

Following This is several aspects of important leadership in implementation:

1. Prioritize requests and needs users: Leadership must be capable understand and prioritize requests and needs users in demand management projects. this can be done with stage-intensive consultation with a user and understanding their need deeply.
2. Increase efficiency and effectiveness using source power: Implementation of information technology on the demand management section should be noticed efficiency and effectiveness use of source available power. Leadership must be capable identify the source of proper power to fulfill the need user and confirm the source of power to the user in an effective manner.

3. Guard availability and reliability system: Leadership must ensure that the demand management system runs with high availability and reliability. This can be done with ensure that your system has adequate security and is supported by a team of experts and experienced.
4. Increase quality service: Leadership must focus on improving the quality of services provided by the demand management system. This can be done with ensure the system's ability to measure performance and monitor the use of service in a manner regular.
5. Optimizing costs and benefits: Leadership must ensure that cost implementation information technology in the demand management department at the university is maintained at an efficient and effective level, meanwhile resulting in benefits from the use of information technology improved optimally maybe.
6. Develop team: Lastly, leadership must ensure that the team involved in the implementation of information technology in the demand management section has the skills and knowledge required to manage system. this can be done with give training, development careers, and support needed to increase the skills and knowledge team.

Service portfolio management

Service Portfolio Management (SPM) is one of the management processes services on the ITIL framework. SPM is the responsible answer for managing the entire list of services provided by the IT organization, incl moderate services developed, in testing, or already launched to a user. The objective main of SPM is to help keep IT organizations understand and effectively manage portfolio services. this is done with identify, analyzing, and managing all available services to determine service what to upgrade, discontinued, or developed more carry-on(Ward & Peppard, 2002).

SPM consists of three parts namely service pipeline, service catalog, and retired services. Following is an explanation of each part:

1. Service Pipeline: This section covers moderate services in development or testing and yet launched to a user. The goal is to ensure that IT organizations can develop proper services for fulfilling the need of the user and for supporting objective business.
2. Service Catalog: This section covers existing services launched and available for users. This catalog gives information detail about services provided and how the method accesses them, as well as policies, requirements, and availability.
3. Retired Services: This section covers existing services No available Again or No used by IT organizations. this can be caused by a change in policy, change in technology, or change in need user.

In SPM, the IT organization must ensure that the service portfolio they in line with the objective business, fulfills the need user, and is fixed relevant to development technology. This process is also possible for IT organizations to prioritize source power and budget for developing and improving services that provide mark business best. Using SPM, IT organizations can effectively manage portfolio services, optimize the use of source power, and boost the quality of services provided. Implementation

of information technology on the ITIL service portfolio management framework at the university requires strong and effective leadership to ensure project success.

Following This is several aspects of important leadership in implementation:

1. Prioritize services provided: Leadership must capably prioritize services to be provided by a service portfolio management system. this can be done with stage consultation with a user and understanding their need in a manner deep.
2. Developing a service strategy: Leadership must capably develop the right service strategy and can increase mark university's business. this strategy must consider the need for user, trend technology, and vision organization.
3. Determine criteria for election service: Leadership must determine criteria for election proper service and can maximize marks for the user. These Criteria must consider the appropriateness of financial, rate demand, and university business strategy.
4. Develop and evaluate portfolio service: Leadership must ensure that portfolio service is developed and evaluated in a manner regular. this can be done with ensure that available services are still relevant and quality, as well as consider the level of demand and value generated business.
5. Optimizing costs and benefits: Leadership must ensure that cost implementation information technology in the service portfolio management section at the university is maintained at an efficient and effective level, meanwhile resulting in benefits from the use of information technology improved optimally maybe.
6. Develop team: Lastly, leadership must ensure that the team involved in the implementation of information technology on the service portfolio management section has the skills and knowledge required to manage system the. this can be done with give training, development careers, and support needed to increase the skills and knowledge team.

Value Creation

In the implementation of information technology (IT), leadership plays a role important in ensuring the successful development and implementation of valuable IT services. Leadership in context This covers the ability to lead and motivate a team, as well as ensure that all stakeholders are involved in the IT implementation process. In the ITIL framework, the Value Creation framework emphasizes the importance mark internal IT services fulfilling the need of businesses and customers.

There are several aspects of important leadership in ensuring mark IT services are achieved, including:

1. Visionary Leadership: Visionary leadership can help an organization to own a clear vision and clear goals in the development and implementation of IT services. Visionary leaders can to help motivate a team and care focus on the desired goal.
2. Collaborative Leadership: Leadership collaboration can help ensure that all stakeholders are involved in the development and implementation of IT services. A leader collaborative can build a good relationship with stakeholders' interests, and sure that the goals and interests they considered in the development of IT services.

3. Change Leadership: Implementation of information technology often involved a change in an organization. A capable leader leads to change and can help ensure that the organization is ready to adopt necessary changes for utilizing mark IT services.
4. Technical Leadership: One leader expert technician can help ensure that technology used in the development of IT services fulfills the standard technical and fulfilling needs of business and customers.
5. Service Leadership: One leader's good service can help ensure that IT services provided fulfill the need of business and customers. Leader service can ensure that all aspects of service, like management risk, management performance, and management security, are integrated with Good in the development and implementation of IT services.

In the ITIL framework, leadership is key to creating mark quality IT services. A good leader must lead with vision, be collaborative, capable lead change, be an expert in technical, and lead good service. With notice, of all aspects, an organization can develop and implement valuable and accessible IT services to fulfill the need of businesses and customers (Schubert et al., 2023). Implementation of information technology (IT) in universities requires strong and effective leadership in integrating technology with need business education. Value Creation ITIL Framework provides a guide in developing valuable IT services for customers and ensuring the successful implementation of IT services.

Several aspects of leadership in IT implementation in universities that can be applied in the ITIL framework Value Creation Framework include:

1. Determine clear vision
The leader must own a clear vision about how IT can be used to increase the effectiveness and efficiency of university operations as well as experience students and lecturers. The leader must capably articulate a vision to staff and stakeholders' interests to ensure clear understanding and consistency in taking decisions.
2. Ensure stakeholder engagement
Effective leadership must ensure that all stakeholders' interests are involved in the development and implementation of IT services. this can be done with strengthen the connection between IT and other divisions within the university, eg faculty, staff administration, and students. With involve all stakeholders' interests, the university can ensure that need they considered in the development of IT services.
3. Prepare strong team
The leader must build a strong and skilled team to develop and implement IT services. this team must consist of a member with different skills and knowledge to ensure all IT aspects are considered. The leader must ensure that every member team understands their roles and responsibilities answer them, as well as desired goals and objectives achieved.
4. Prepare the organization for a change
A frequent IT implementation needs change in method work and culture organization. The leader must be capable lead change effectively and preparing staff to adopt necessary changes.

The leader must capably ensure that staff understands the benefits and goals of change, as well as how to change the will affect work them.

5. Monitor and evaluate the performance

The leader must monitor and evaluate the performance of IT services to ensure that services fulfill the need of businesses and customers. The leader must be capable identify and deal with problems that arise, as well repair services that do not fulfill standards that have been set.

In the ITIL framework, strong and effective leadership is needed to develop and implement valuable IT services for the customer. Leaders at the university must be capable determine a clear vision, ensuring stakeholder engagement, building strong teams, leading

Financial Management

Financial Management for IT Services is part important in the ITIL framework, which aims to ensure the management of effective and efficient finance from internal IT services organizations. Leaders at the university must understand the aspect of leadership in ITIL framework Financial Management to ensure the successful implementation of IT services in universities.

Several aspects of leadership in the implementation of the ITIL Financial Management framework in universities, including:

1) Determine objective clear finances

The leader must set objective clear and measurable financial statements with university strategy. Objective This must include cost targets, savings, and returns expected investment from management finance IT services in universities.

2) Provide a source with enough power

The leader must ensure that source enough power is available to manage to finance IT services. this includes the allocation of an adequate budget for finance development and operation of IT services, as well availability of source Power adequate man for carry out task finance.

3) Develop an effective budget

The leader must lead the drafting process effective budget, which takes into account objective university finance and strategy. Budget This must cover the whole cost of development and operation of IT services, incl the cost of investment start and the cost operational period long.

4) Ensure accountability finance

The leader must ensure accountability and proper finances in the management of IT services. this covers supervision strictly to use a budget, management cost-effective, and reporting regular finances.

5) Manage risk finance

The leader must capably manage risk finance in the development and operation of IT services. Risk finance covers risk investment, risk operations, and risk using no budget effectively. The leader must ensure that the management strategy right risk has been defined and implemented.

6) Define a measurement strategy performance finance

The leader must define a measurement strategy performance effective finance to evaluate the effectiveness and efficiency of management finance IT services. this strategy must cover measurement performance financial and non-financial, such as measurement satisfaction among customers, performance service, and usage source power.

In the ITIL framework of Financial Management, leaders in universities must capable set objectives and clear finances, provide source enough power, composing effective budgets, ensuring accountability finance, managing risk finance, and determine(Kotusev et al., 2023)

Business Relationship Management

Business Relationship Management (BRM) is part important from the ITIL framework that focuses on the management connection between the IT department and customers' business. Leaders at the university must understand the aspect of leadership in ITIL framework BRM implementation to ensure an effective relationship between the IT department and user service at the university.

Several aspects of leadership in ITIL framework BRM implementation in universities include:

1. Ensure understanding of the need for business
The Leaders at the university must ensure that the IT department understands the need for business and the goals university strategy. this involves understanding priority business, strategy, and goals education. The leader must ensure that IT departments focus on provisioning relevant and appropriate IT services for the needed business.
2. Build an effective relationship with customer business
Leaders at the university must ensure that the IT department builds an effective relationship with customer business. this includes building connections and good work with the leader department academic, administrative, and staff other. The leader must ensure that the IT department works the same with customer business to identify a need and ensure the provision of fulfilling IT services need.
3. Determine not quite enough responsibility and authority of BRM
Leaders at the university must determine not quite enough responsibility and authority of BRM to ensure roles and responsibilities answer the internal IT department fulfill the need of business. this includes determining the pick-up process decisions, reporting processes, and monitoring processes.
4. Build and strengthen a culture of service
Leaders at the university must build and strengthen a culture of service in the IT department. These covers ensuring that the IT department serves customer business in a manner proactive and responsive. Leaders must ensure that the IT department prioritizes the need of customer business and deliver a satisfactory solution to the customer.
5. Define strategy and plan BRM implementation
Leaders at the university must define strategies and plan BRM implementation to ensure that the IT department can fulfill the need of business and achieve university goals. Strategy and

plan implementation This must cover development policies and procedures, development source Power people, and development systems and infrastructure.

In the ITIL framework of Business Relationship Management, leaders in universities must be capable ensure an understanding of the business need, building an effective relationship with customer business, define not quite enough responsibility and authority of BRM, building and strengthening culture services, and defining strategies and plans BRM implementation(Pisoni & Díaz-Rodríguez, 2023). With so, a leader can ensure that the IT department can fulfill speed

Strategic Risks Management

Strategic Risks Management (SRM) is part important in the ITIL framework management-focused risk strategies in IT and business. Leaders at the university must understand the aspect of leadership in ITIL framework SRM implementation to ensure the management of effective risk in the use of information technology.

Several aspects of leadership in ITIL framework SRM implementation in universities include:

1) Ensure understanding of risk

Leaders at the university must ensure that the IT department understands risk-related strategy with the use of information technology in business and academic processes. This involves understanding risk security information, risk operations, risk compliance, and other associated risks with IT. The leader must ensure that the IT department understands and is capable manage risk effectively.

2) Build a culture of awareness of risk

The Leaders at the university must build a culture of awareness of risk in IT departments and throughout the university. These covers ensuring that every member university staff understands the importance of managing risk and how risk can influence business and academic processes. The leader must ensure that every member university staff has a role in managing risk and getting involved in the management process of risk.

3) Determine not quite enough SRM responsibilities and authorities

The Leaders at the university must determine not quite enough SRM responsibility and authority to ensure roles and responsibilities answer internal IT department management risk. This includes determining the pick-up process decisions, reporting processes, and monitoring processes.

4) Build and strengthen system management risk

Leaders at the university must build and strengthen system management risk in IT departments and throughout the university. this covers development policies and procedures management risk, development method evaluation risk, and development system reporting risk. The leader must ensure that system management risk can identify and evaluate associated risks with the use of information technology in business and academic processes.

5) Build and strengthen system monitoring risk

Leaders at the university must build and strengthen system monitoring risk in IT departments and throughout the university. This covers monitoring risk in a manner constantly, evaluating the effectiveness of system management risk, and taking action corrective to minimize identified risks.

In the ITIL framework Strategic Risks Management, leaders in universities must be capable ensure an understanding of risk, building a culture of awareness of risk, determine not quite enough SRM responsibilities and authorities(Telukdarie et al., 2023)

Service Provider Types

Service Provider Types (SPT) is one aspect important of the ITIL framework that addresses types of providing IT services and how they can be arranged for maximizing mark IT services. Leaders at the university must understand the aspect of leadership in ITIL framework SPT implementation to ensure provider IT services can give desired value in a university environment.

Several aspects of leadership in ITIL framework SPT implementation at universities include:

1. Understand need business
Leaders at the university must understand the need for an existing business in a university environment and ensure that providing IT services can fulfill need. this involves a deep understanding of the need for academic, administrative, and service supporters for others at the university.
2. Determine the type of provider required for service
Leaders at the university must determine the type of provider required service for fulfilling the need of business at the university. this includes determining, if necessary, IT services can be performed by the provider's internal service or external, as well determine if the provider required service need certification or accreditation special.
3. Build Work The same with provider service
Leaders at the university must build Work same strong by providing IT services, both internal and external. These covers ensuring that the provider service understands the need of business at the university, to be sure that services are provided following established standards and requirements, and strengthening communication and collaboration between the university and the provider service.
4. Provide support and resources Power
Leaders at the university must provide the support and resources power required to provide IT services, both internal and external. These covers providing support and resources power required to develop and implement appropriate IT services with needed business at the university, as well ensure that the provider service own access to the necessary technology and infrastructure for providing quality IT services.
5. Establish and monitor SLA
Leaders at the university must establish and monitor Service Level Agreements (SLA) with providing IT services. These covers determining condition performance IT services, measuring

performance provider service, and monitoring obedience provider service against the SLA that has been agreed.

Service Provider Types (SPT) are part important from the ITIL framework decisive types provide IT services and roles they give IT services. ITIL framework SPT implementation in universities requires effective leadership to ensure resulting IT services can fulfill the need of users and supports objective business and university academics.

Several aspects of leadership in ITIL framework SPT implementation at universities include:

- 1) Define provider strategy IT services
Leaders at the university must determine provider strategy appropriate IT services with objective business and university academics. These covers determining the types of IT services that will be provided by the university and whether services will be provided by internal IT staff or by external vendors. The leader must ensure that provider strategy IT services in universities meet the need of users and supports objective business and academics.
- 2) Choose the right vendor
If the university decides to use external vendors as a provider of IT services, leaders in universities must choose the right vendor. The leader must ensure that the vendor has the experience and credibility required to give desired IT services, as well as their ability to fulfill the need of users and supports objective business and university academics.
- 3) Manage vendors with effective
If the university uses an external vendor as providing IT services, leaders in universities must manage vendors effectively. These covers developing an agreement clear and sure service that the vendor complies with the requirements that have been agreed. The leader must ensure that the vendor delivers fulfilling IT services that need users and supports objective business and university academics, as well as give mark add accordingly with fees paid.
- 4) Manage internal IT staff with effective
If the university decides to use internal IT staff as providing IT services, leaders in universities must manage IT staff effectively. These covers developing clear policies and procedures to ensure that IT staff delivers fulfilling IT services need users and supports objective business and university academics, as well give mark add accordingly with expenses incurred.
- 5) Ensure delivery of effective IT services
Leaders at the university must ensure that the delivery of provider-generated IT services is appropriate for IT services need users and support objective business and university academics. The leader must ensure that IT services provided fulfill standards that have been set and get be measured in a manner qualitative and quantitative.

In the ITIL framework Service Provider Types, leaders in universities must be capable understand the need of business, define the type of providing necessary services, build Work same strong with provider service, providing support and resources power required, as well as establishing and monitoring SLAs(Gellweiler, 2022).

CONCLUSION

This study concludes that leadership plays a role important in the implementation of information technology in universities, especially within the ITIL framework domain Service Strategy. In the implementation of the ITIL framework domain Service Strategy, leaders at universities must ensure that IT services provided fulfill the need of users and supports objective business and university academics. Several aspects of important leadership in the implementation of information technology in the university include determining provider strategy IT services, selecting the right vendors, managing vendors and internal IT staff effectively, and ensuring the delivery of effective IT services. The Leaders at universities should a clear vision of how information technology can be used to increase university efficiency and effectiveness. this covers ensuring that provider strategy IT services fulfill the need of users and supports objective business and university academics, as well as ensuring that users own access to required information technology to reach an objective. In the implementation of the ITIL framework Service Strategy in universities, effective leadership also involves the development of skilled and dedicated IT, teams, as well ensure that IT staff understand university goals and can give appropriate IT services with standards that have been set. With Thus, leaders in universities must capably manage IT staff effectively, delivers necessary training and development, as well give incentive for increased performance. This study's implications for the implementation of information technology at the university through the ITIL framework Service Strategy requires effective leadership to ensure resulting IT services fulfill the need of users and supports objective business and university academics. Leaders at the university must be capable determine provider strategy IT services, choosing the right vendor, managing IT staff and vendors effectively, as well ensure the delivery of effective IT services.

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