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In my previous article, [I have looked at the four major dimensions of service management.](#) In this article, I want to look at all that you need to know about some of the questions that you need to ask before you embark on information technology considerations.

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Now **the** factors to consider...

- Is the proposed technology to be adopted compatible with the current architecture? You will not want to introduce a system or technology that will not work with what you already have on the ground.
- Does it raise any regulatory compliance or information security control issues?
- Will it continue to be viable in the foreseeable future? Although we know that technology is not stable, how long can we use this particular method to support the organisation?
- Does it align with a service provider or service consumer strategy? Can the tool assist the organisation in achieving organisational goals and objectives?
- Does the organisation have the right skill or resources to maintain it?
- Does it have sufficient automation capabilities to be developed, maintained and deployed?
- Does it have additional capabilities that can be deployed for other products and services?
- Does it introduce new risks or constraints to the organisation.? How are these risks going to be maintained or mitigated for the benefit of the organisation?

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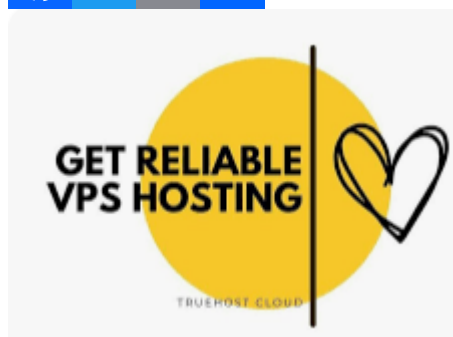
Action Point

**PS:** I know you might agree with some of the points raised in this article or disagree with some of the issues raised.

Please share your thoughts on the topic discussed. We would appreciate it if you could drop your comment. Thanks in anticipation.



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