

The Application of Itil in the Management of Economic Management Laboratory

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Keywords: Economic Management Class, Laboratory, Management, Itil

Abstract: In Recent Years, with the Rapid Development of College Education, the Management Profession Has Gained Tremendous Development Space.the Role of the Laboratory in the Management of the Management Category Has Gradually Become Prominent. However, in Actual Work, Due to the Backward Management Mode of the Economic Management Laboratory, the Development Process of the Economics and Management Majors Has Been Limited to Some Extent. in This Context, This Paper First Analyzes the Current Problems of the Current Management Model of Economics and Management Laboratories in Colleges and Universities, and Builds a Laboratory Management Service Model Based on Itil, and Then Proposes Relevant Implementation Paths, Aiming At Improving the Management Level of Economic Management Laboratories in Colleges and Universities.

1. Introduction

1.1 Literature Review

In recent years, with the rapid development of economics and management majors, the management of economic management laboratories has been highly valued, and many scholars have conducted research on this. Li Hongwei first compared the high-efficiency management laboratory with the enterprise IT department, and found that the two functions have great similarities Therefore, based on the guiding ideology of enterprise IT department management, a high-efficiency management laboratory management process (Li, 2016) was designed. Tao Lei et al also analyzed the application of ITIL in the economic management experiment center of colleges and universities. Firstly, it studies the outstanding problems of the economic management experiment center of colleges and universities, and finds that the backward management model has become one of the main factors hindering the further development of the laboratory. Therefore, Tao et al. pointed out that ITIL related standards can be introduced in the management of economic management laboratories, and in combination with the reality, the management of economic management in colleges and universities has been innovated (Tao and Mo, 2009). Dong Yi pointed out that with the deepening of the process of enterprise information construction, the complexity of enterprise IT systems is deepening, and higher requirements are required for system management Therefore, on the basis of analyzing the current enterprise IT department management, the distributed service software management system is designed for the management of university management. Through simulation, we found that this system has strong stability and customizability (Dong, 2011). Li Wenzhao et al. defined the lack of configuration management data content in ITIL, and found that number sharing information data and general information model are not applicable to the ITIL service model (Li et al., 2009).

1.2 Purpose of Research

At present, the economics and management laboratory mainly uses computers as carriers to carry out teaching experiments and scientific research. On the basis of using the computer as a carrier, the university's economics and management laboratory also uses the teaching software as a platform to simulate the specific work flow in the enterprise IT department. It can be seen that the management laboratory and the enterprise IT department have the same point of management equipment, and

also have the same role in the actual production and learning process. Therefore, it is of great practical significance to study the management of economic management laboratories in colleges and universities. Based on this, this paper draws on the ITIL management standards in enterprises, analyzes the management model of economics and management labs in depth, and further makes the school laboratory as the IT department of the college, and analyzes the convenience brought by the laboratory to teachers and students. However, in the specific operation process of the university's economic management laboratory, management issues have become the main factor limiting the further development of the laboratory. Therefore, this paper constructs a service management model based on ITIL, in order to provide relevant theoretical references for university laboratories.

2. Analysis of the Status Quo of Management of Economic Management

As one of the three pillars of colleges and universities, the laboratory is an important teaching and research site in colleges and universities. Like other types of laboratories, economics and management laboratories are important venues for the training of economic management professionals, especially the cultivation of students' innovative ability (Zheng et al., 2012). At present, most universities in China are actively organizing and utilizing various resources to strengthen the management and construction of laboratories in order to ensure the normal operation of the laboratories. However, due to the late start of the Chinese economic management laboratory, there are still many problems. Mainly in the following aspects.

First, the laboratory construction. Compared with science and engineering laboratories, because of the degree and frequency of discipline changes in economics and management laboratories, there is no unified development model, so the laboratory needs to be constantly updated. However, it is currently difficult for domestic laboratories to meet this demand (Liao et al., 2014). For example, in the new professional e-commerce and logistics management professions, the corresponding practice links need to change the teaching plan every two years, and the corresponding practical teaching links need to be continuously improved. However, the current management of existing laboratories in universities is difficult to meet this demand.

Second, the use of experimental resources planning. At present, the main services of colleges and universities of economics and management, finance, economics, management and other more than a dozen majors. However, the resources available in the laboratory mainly include three-dimensional simulation environment such as international trade, human resource management, IT equipment, ERP, and logistics management, which is difficult to meet the current development needs of economic management.

Third, in terms of laboratory management. The economics and management laboratory has a short history and a weak foundation. It is easily restricted by the personnel management of colleges and universities. It is difficult to equip relevant personnel to complete laboratory management. Among them, the university's economic and management laboratories have problems such as insufficient laboratory teachers and technicians. The most outstanding performance is the lack of full-time staff in the experimental class center, and there is often a phenomenon in which one person has multiple roles. At the same time, due to the lack of a professional assessment mechanism, it is difficult to achieve effective incentives for managers. In addition, in the daily management of the laboratory, equipment, students, and curriculum teaching, there are problems such as heavy workload and heavy tasks, and the rapid development of the laboratory is not used.

The main reason for the above problems is that the management model of the university's economic management laboratory is relatively backward. Therefore, it is necessary to re-examine the functions, tasks, and functions of university laboratories in response to the above problems, and establish an effective management model and operation method.

3. Application of Itil in Management of Economic Management Laboratory

3.1 Overview of Itil Related Theory

IT Service Management is a customer-centric approach to process management that integrates IT services with business organizations to improve IT service delivery and support. On this basis, the ITIL model was born, forming a best practice guide for IT service management, with objective, quantifiable, and rigorous advantages. ITIL has gone through three phases since its birth and has produced three versions. This article mainly combines the third version of ITIL to study the guiding ideology of IT services. Among them, the third version of ITIL is divided into four modules: service strategy, design, conversion, and operation. Corresponding workflow and management functions are available in each module.

3.2 Itil Management Laboratory “Service” Model Construction

As the current management model of economic management laboratories in colleges and universities is relatively backward, it will affect the further development of economics and management majors. Therefore, this article combines the guiding ideology of IT services, integrates ITIL management standards into the management of economic management, builds a new management service model, and further clarifies the core business and service objects of the laboratory. The specific management service model is shown in figure 1 show.

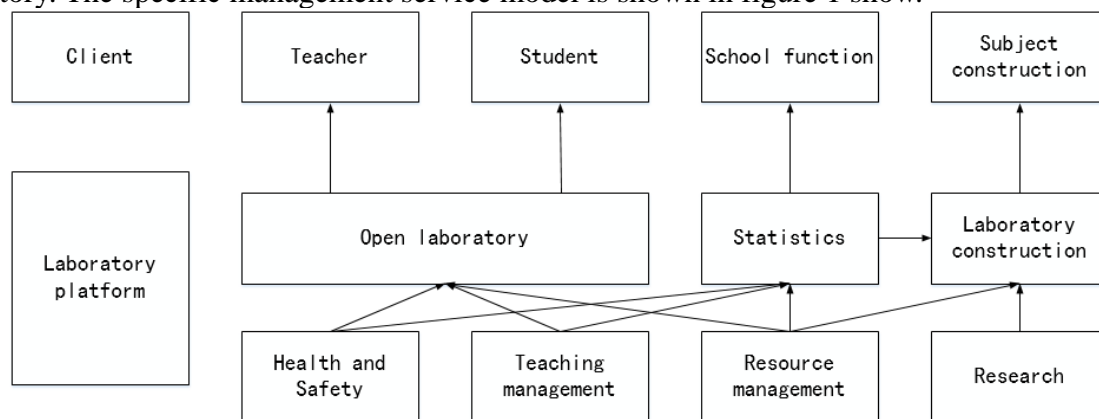


Fig.1 Service Model

In the service model, the core business mainly includes resource management, teaching management, safety and health, and research topics. Among them, resource management is mainly to provide corresponding support for laboratory open services, information statistics, and laboratory construction. The main tasks of this system include management of laboratory equipment, site, hardware and software, and resource reservation. Resource management, in addition to these tasks, also includes sudden hardware and software equipment failures, as well as other unexpected situations. Teaching management provides support services for laboratory visit management and information statistics. The main tasks include the management of experimental projects in the teaching curriculum, the archiving of teaching materials, and the organization and arrangement of open-ended experimental projects outside the classroom. The main tasks of safety and health include the inspection of safety hazards of houses and equipment, and the maintenance of laboratory hygiene. The research of the subject is mainly to provide service support for laboratory research. It is one of the independent work of laboratory management personnel, and it requires relevant personnel to have basic capabilities and corresponding interests. The research work of the subject is one of the important influencing factors for the continued development of the economical laboratory, so it is an important part of the core business.

The service content mainly includes services such as laboratory opening, information statistics, and laboratory construction. The laboratory open service is mainly to receive the results of the arrangement and feedback of resources, and then provide the research and practice teaching places

for teachers and students. The statistical information service mainly records the laboratory opening hours, resource management, teaching management work and safety and health in accordance with the relevant requirements of different functional departments of the school, in order to provide information and statistics needs for relevant departments. Laboratory construction services are an important part of college teaching. The main tasks include the application, construction and acceptance of experimental construction projects. In this process, laboratory construction services can provide information statistics services, research projects, and provide relevant support for reporting and acceptance work.

4. Implementation Path

4.1 Establish a Reasonable Experimental Center Service Framework

According to the establishment of the ITIL service model, cooperation between different departments is required to ensure that the management of the university's economic management laboratory is effectively improved under the ITIL model, and a reasonable experimental center service framework needs to be established.

Need to identify customer needs, understand and sort out the relevant instructions and requirements of the laboratory, as well as the needs of the relevant teachers and students, and need to be summarized in clear and clear language. For example, in the test project declaration and equipment procurement plan, we should try to predict what may happen in the future, and develop routine routines and unconventional routines to ensure that the experimental project is working properly.

4.2 Standardize Computer Management Processes

To ensure that the ITIL service model is functioning properly, the computer management process should be standardized. On the one hand, the configuration of various reporting software system resources should be identified and recorded, mainly including servers and network routers, which in turn ensure the normal operation and management of the laboratory. At the same time, the data in the laboratory needs to be archived, so that the required data can be quickly found in the specific practice process, and the laboratory response speed and management level can be improved. In addition, for the relevant management work in the laboratory, it is necessary to record in time, assign different personnel to manage and control, and prevent laboratory emergencies.

4.3 Choose the Right Tool for Process Management

The total amount of laboratory resources in the management category is large, and the information capacity is large, and the update is faster, which leads to the dispersion of asset management and experimental teaching management. Therefore, in order to achieve high quality management of the ITIL service model, it is necessary to choose a reasonable tool for management. In the selection process, you can choose to manage tools with supporting data, logic operations, and analysis decisions. At the same time, when choosing a job, you need to rely on an effective software platform and tools to ensure that the ITIL service model is working properly. In addition, the ITIL service model operates normally, and ITSM needs to be cut from a single point to solve local problems and expand on this basis to ensure that the ITIL service model can meet the needs of the male and female users.

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