Reviewer's report

Title: The Status of IT Service Management in Health Care - ITIL in selected European Countries

Version: 1 Date: 28 April 2011

Reviewer: Marko Jäntti

Reviewer's report:

The main objective of the paper is to explore how widely IT service management (especially OGC's ITIL framework) is known and used in hospitals in Austria and neighboring regions.

The study provides interesting results on the current state of the ITIL adoption in health care organizations.

1. Research problem/questions

On chapter 4 Methods, the research questions are presented. The questions are well formulated but authors should define a general research problem that integrates research questions together, for example, by using the third sentence of Page 5.

The main objective of the study is to answer the following research problem: how far...

Major Compulsory Revision: Clarify the research problem

2. Research methods

2.1 Authors have used a survey research method although they do not mention it clearly in the paper.

Interviews are mentioned as a data collection method but they are not a research method.

Major Compulsory Revision: Authors should tell that they use survey and also provide information about limitations and benefits of the survey research method.

2.2 Discretionary Revision: Tell why survey methods is best for your study

Survey method suits well to the study while it is especially well functioning method for answering questions about what, how much and how many.

2.3 Major Compulsory Revision: Authors should pay attention to data analysis and write more about how results were grouped,
how content analysis were carried out...

2.4 Minor Essential Revision:

3. Data

LITERATURE:

3.1 Major Compulsory Revision: Authors state that there are few academic studies that deal with ITIL adoption in hospitals. That is true. However, in that case authors should provide some examples of ITIL case studies from other domains. Authors should make a deeper literature analysis on ITIL-related studies. This would help authors to better position their paper to other studies.

3.2 Discretionary Revision: Regarding hospital-related ITIL studies, authors could explore and perhaps cite the following papers:

- Defining Requirements for an Incident Management System: A Case Study

3.3 Discretionary Revision: Regarding ITSM frameworks, authors list ITIL, Six sigma, ETOM, MOF, COBIT. Additionally, IT Service CMM could be mentioned.

3.4 Minor Essential Revision


3.5 Discretionary Revision: Authors could also state the difference between ISO/IEC 20000 Part1 and Part2.

SURVEY DATA:

3.6 Discretionary Revision:I would like to know whether a question form was pilot tested before actual interviews.

75 hospitals participated in the survey, thus survey results are useful for european healthcare IT decision makers to show the direction where healthcare IT is going.

3.7 Discretionary Revision: Authors state that return rate was 47,5. It would be interesting to know whether authors tried to improve the response rate with some methods or what happened
if IT manager was not accessible.

3.8. Result tables are easy to read and results are also well explained in the text.

4. Does the manuscript adhere to the relevant standards?

4.1 Basic structure of the article seems to be ok.

5. Are the discussion and conclusions well balanced and adequately supported by the data?

5.1 Discussion is grouped according to research questions and it works well

5.2 Minor Essential Revision: Study Limitations Line 4: It was not possibly -> possible

6. Limitations of study

6.1 Study limitations can be easily found in chapter 6.6

7. Do the authors clearly acknowledge any work upon which they are building, both published and unpublished?

7.1 As mentioned in 3.1, authors should conduct a deeper literature analysis on ITIL-related studies.

8. Do the title and abstract accurately convey what has been found?

8.1 Discretionary Revision: Title and abstract are well formulated but I would personally leave R (Registered trademark) away from the end of ITIL.

9. Is the writing acceptable?

9.1 The language of the paper is good and paper is easy to read.

9.2 Minor Essential Revisions: Please correct some typos

9.2.1 Chapter 5.3 IT-Service Management -> IT Service Management

9.2.2 References Tan W-G, Cater -Stel A, Toleman M. IMPLEMENTING IT SERVICE MANAGEMENT: A CASE STUDY FOCUSING ON CRITICAL SUCCESS FACTORS. - -> Cater-Steel

**Level of interest:** An article of importance in its field

**Quality of written English:** Acceptable

**Statistical review:** No, the manuscript does not need to be seen by a statistician.
Declaration of competing interests:

I declare that I have no competing interests