Abstract

This article presents the formalization of the delivery of information technology services IT in an Internet service provider in Nicaragua, on the basis of the maturity model for the delivery of IT services (its acronym in English IT Service Delivery Maturity Model (SDMM). This model is based as a operating case based on the Technology Infrastructure Library (ITIL), in the Capability Model Integration (CMMI) and the Capacity Model of maturity of the TI Service (ITSCMM). The analyzed information comes from seven interviews and a focus group. As part of the analysis and results, for restoration involves the evaluation of the delivery of TI service, and their respective changes aligned with SDMM.

Keywords

CMMI (Capability Maturity Model Integration), ISP (Internet Service Provider), ITIL (IT Infrastructure Library Information), ITSCMM (Maturity Model for IT Service), SDMM (Maturity Model of IT Service Delivery).