ITIL v3 Foundation Case Study

"Art for All"

"Art for All" was founded by Claude Jeteau in 1993 as a kiosk at Paris's international airport. The kiosk sold mainly buttons, magnets and posters: all imprinted with well-known artwork from a range of master artists down through the centuries, from Michelangelo to Grandma Moses. Jeteau added kiosks at two other European airports in 1995 and placed five kiosks in key shopping areas within Paris, London, Rome, Dublin and Vienna.

By 2001, Jeteau had over two hundred kiosks around the world. To handle inventory, he added three warehouses in strategic cities and used a world-wide shipper to help deliver to all kiosks "just in time" inventory. The kiosks used a modern point of sales cash register that tracked sales for the day. At the end of the day, the register sent the details to a central computer at Jeteau's main office (built in 1998). From there, orders were sent to one of the three warehouses and items were packed the following day and shipped for delivery the next morning. Each kiosk manager could also call in special orders at any time or fill out a paper form and mail it to headquarters.

Periodically, customers at the kiosks would ask for a lesser-known artwork. The manager could check the system to see if the item existed in the system, and if so, order it for the customer using one of the above methods. Based off these unusual requests, Jeteau determined that he could expand his market by designing and building a website that would expose all his inventory (as well as the inventory of his suppliers) for purchase over the internet by his customers and kiosk managers (replacing the current special order process employed at the kiosks).

Jeteau hired a web design consulting firm to help him manage the rollout of his new site. What attracted him to this specific firm was their knowledge in Service Management. Jeteau realized that for this site to be successful, he would need all his kiosk managers on board. He planned to replace the current system with the website and wanted the managers to inform their customers of the site as well.

Itil Foundation Art For All Case Study Answers Handout

Liying Dong

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