Today innovation has become a new concern along with knowledge management in the organization. Globalization and competition demands innovation to be centered in the sphere of modern management philosophy. For industrial advancement, many researchers and practitioners adequately emphasize the role of management and innovation function. A Latin American slogan says “Countries are not under developed: they are under managed”. The fact that management is an organ of the business, symbolizes a major responsibility for creative action. Management is not just a creature of the economy; it is a creator as well. Emphasis on and drive for workmanship produces innovations and advances in every area of management.

Focusing on innovation management in information technology services, this study attempts to explore the critical success factors of innovative projects in information technology services with reference to business users, management personnel and technical personnel involved in design and implementation of Information Technology Enterprise Service Projects.

The overall study was divided into five chapters. Chapter 1 gives introduction to theoretical aspects of Innovation Management in Information Technology Services. Chapter 2 consists of survey of literature and objectives, hypothesis & research methodology adopted for the study. Chapter 3 explains critical success factors of Measuring Innovation Project Success. Chapter 4 portrays results and discussions of the study. Chapter 5 provides conclusions and suggestions.

One of the critical dimensions of the competitive organization is design and implementation of innovative products and services. In this view this research provokes identifying the critical key result areas for success of innovativeness in Information Technology Enterprise Service Projects.