An IT organization is expected to "align with the business." IT is expected to enable business performance and innovation, improve service levels, manage change, take advantage of emerging technologies, and maintain quality and stability, all while steadily reducing operating costs. Yet when an enterprise begins a lean transformation, too often the IT department is either left out or viewed as an obstacle.

A lean operating system alters the way a company learns through changes in problem solving, coordination through connections, and pathways and standardization. Thanks to the pioneering success of Toyota, the concept of a "lean" operating system has been implemented in countless manufacturing companies and even adapted for industries as diverse as industry, insurance, healthcare, Education, IT and other sectors. With its focus on standardization, quality improvement, cost reduction, and efficiency, lean's influence (and various interpretations of its tenets) continues to grow.

Lean means more than simply cutting costs or streamlining, Bell says. Lean, as successfully applied to manufacturing, means doing things "simpler, faster, better, cheaper," he says. "Notice that the last item on the list is cheaper. You find where the waste is and you drive it out, focusing
on doing things faster and with higher quality, cost will naturally be driven out of the system. "In lean IT, the focus is on collaborative teamwork—represented by all parts of the business—to deliberatively and systematically tackle problems. Right now, IT is forced to fight fires every day. The focus of lean IT is to put forth "a set of principles that says you are going to slow down in order to speed up,"

Lean Manufacturing is a philosophy of eliminating non-value-adding operations, equipment, and resources. Anything that does not add value is waste. Lean involves eliminating waste in the entire organization. In fact, lean efforts in certain manufacturing support processes are critical to successful lean manufacturing implementation.

A successful lean initiative most likely involves changing paradigms of how manufacturing is scheduled to run. Most importantly though, it involves a solid commitment from the leadership of the organization. The ideal time to begin utilizing Lean principles is after your key business processes have been defined and before a Six Sigma project pool has been developed. Value Stream Mapping identifies which method of improvement will achieve the greatest results, immediately.

The author being basically a professional cum consultant excited to study and to analyze the core concepts of lean and its application to industry
and the inquisitiveness lead to the study of the IT enabled service sector as it being the order of the day and to the best of knowledge of the author the problem under investigation study is not being reported yet in the art of literature, which prompted to study and analyze the activities of IT enabled service sector to optimize the cost by eliminating the wastages.

The thesis is designed in six chapters wherein the first chapter is devoted to write the basic introductory remarks of IT enables services and definitions. In the second chapter a detailed comprehensive review of literature is presented regarding lean studies and analysis in IT enabled service sector.

In the subsequent third to sixth chapters of this doctoral work, the different activities of IT enabled service sector namely Optimization studies of “Onboarding and handover times, training processes, streamlining the payroll process system and to build a robust process for Employee Reimbursement”, concepts are studied comprehensively, while analyzing these core competencies systematically through effective lean tenants and validated the defined objectives of these studies with appropriate statistical tests, concluding the entire analysis on a very positive and high note that each of the studies under investigation proved to be cost effective and in minimizing the wastages.