2007 2nd IEEE/IFIP International Workshop on Business-driven IT Management

Munich, Germany
May 21, 2007

Performance Analysis and Evaluation of Complex EIS Based on Structure Graph..... 112
Hongxun Jiang (Renmin Univ. of China),
Yongyan Yang (Information school, Renmin University of China),
Jun Su (Information school, Renmin University of China)

Policies for Self-Managing Communities in Agile Organizations..... 114
Kevin Feeney (Trinity College Dublin),
David Lewis (Trinity College Dublin),
Vincent Wade (Trinity College Dublin)

Refining ITIL/eTOM Processes for Automation in Service Fault Management 116
Andreas Hanemann (Leibniz Supercomputing Center)

The Impact of Mobile Technology on Business Processes Results from 5 Case Studies..... 118
Bettina Thurnher (University of Applied Sciences Vorarlberg)

The strategic value of the fit between business processes and IT management: The case of the Italian publishing industry..... 120
Gian Luca Petruzzi (University of San Marino)

Specifying Information Security Needs to Support the Delivery of High Quality Security Services 122
Xiaomeng Xu (Telenor),
Damiano Bolzoni (University of Twente),
Pascal Van Eck (University of Twente)

Utilizing Service Oriented Architecture for the purpose of Distributed Systems Security Evaluation and Quantification..... 124
Khalil Abuosba (Philadelphia University),
Clemens Martin (University of Ontario Institute of Technology)

Models for Business-driven IT Management

Business-driven IT for SAP The Model Information Flow..... 55
Sven Graupner (HP Laboratories)

A Model Driven Framework for IT Transformations 65
Santhosh Kumaran (IBM Research),
Pankaj Dhoolia (IBM Research),
Tian Chao (IBM Research)

Frameworks for Business-driven Service Level Management:
A Criteria-based Comparison of ITIL and NGOSS..... 75
Thomas Schaaf (MNM Team)

Risk and Security Considerations in Business-driven IT Management

Model-Based Mitigation of Availability Risks 85
Emmanuele Zambon (University of Twente),
Damiano Bolzoni (University of Twente),
Sandro Etalle (University of Twente),
Marco Salvato (KPMG Italia S.p.a.)

Elevating the Discussion on Security Management -
The Data Centric Paradigm..... 94
Tyrone Grandison (IBM Almaden Research Center),
Marcel Graf (IBM Zurich Laboratories),
Morton Swimmer (IBM Zurich Laboratories),
Andreas Wespi (IBM Zurich Laboratories),
Nev Zunic (IBM),
Mike Bilge (IBM Privacy Services)

Posters

A Policy-Based Metrics Framework for Information
Security Performance Measurement 104
Clemens Martin (University of Ontario Institute of Technology),
Mustapha Refai (University of Ontario Institute of Technology)

Integrating Business-Driven IT Management (BDIM)
with Value-Based Software Engineering (VBSE)..... 106
Vladimir Tosic (NICTA (National ICT Australia)),
Hanan Lutfiyya (University of Western Ontario)

Managing the User's Quality of Experience..... 108
Florence Agboma (University of Essex),
Antonio Liotta (University of Essex)

mPRIME: Multiple Project Risk Management Tool 110
Cristine Gusmão (Federal University of Pernambuco)

Performance Analysis and Evaluation of Complex EIS Based on Structure Graph..... 112
Hongxun Jiang (Renmin Univ. of China),
Yongyan Yang (Information school, Renmin University of China),
Jun Su (Information school, Renmin University of China)

Policies for Self-Managing Communities in Agile Organizations..... 114
Kevin Feeney (Trinity College Dublin),
David Lewis (Trinity College Dublin),
Vincent Wade (Trinity College Dublin)

Refining ITIL/eTOM Processes for Automation in Service Fault Management 116
Andreas Hanemann (Leibniz Supercomputing Center)

The Impact of Mobile Technology on Business Processes Results from 5 Case Studies..... 118
Bettina Thurnher (University of Applied Sciences Vorarlberg)

The strategic value of the fit between business processes and IT management: The case of the Italian publishing industry..... 120
Gian Luca Petruzzi (University of San Marino)

Specifying Information Security Needs to Support the Delivery of High Quality Security Services 122
Xiaomeng Xu (Telenor),
Damiano Bolzoni (University of Twente),
Pascal Van Eck (University of Twente)

Utilizing Service Oriented Architecture for the purpose of Distributed Systems Security Evaluation and Quantification..... 124
Khalil Abuosba (Philadelphia University),
Clemens Martin (University of Ontario Institute of Technology)