



3rd IEEE International Workshop on Business-Driven IT Management

<http://www.businessdrivenitmanagement.org/bdim2008>

Important dates

Submission deadline: **Jan 18, 2008 (new)**
 Notification of acceptance: Feb 15, 2008
 Camera-ready version: Feb 22, 2008

Information Technology (IT) management has evolved significantly over the past few years as IT-based solutions have become increasingly critical to the functioning of organizations. From device, network and systems management, solutions have evolved to include service management and IT governance, as witnessed by the recent popularity of ITIL and COBIT frameworks.

A recent shift in perspective brought to bear a more user-centric approach to IT management, putting IT managers in condition to look at IT not just from the IT department's traditional point of view but from the user's point of view: this is the reason for the appearance of services and quality of service metrics in these frameworks.

Even more recently, a further shift towards holistic understanding of IT in order to fulfill business objectives is occurring: one now wishes to look beyond IT services to the context where the services are used. This is termed Business-driven IT Management (BDIM) and is the object of this workshop.

BDIM focuses on the impact of IT on business processes and business-level objectives and vice versa; besides the conventional IT metrics such as availability and response time, it looks at other key performance indicators (KPIs), that is metrics that have significance from the point of view of the business supported by the IT. The BDIM approach aims at rethinking IT management from a business perspective, either in an operational, tactical or strategic context. BDIM is not restricted to IT environments in enterprises but encompasses techniques and decision making that involve thinking about IT in terms of objectives that are at business level, of organizations that may not traditionally be classified as "businesses".

The third edition of the BDIM workshop builds on the success of the first two editions, held in conjunction with NOMS 2006 and IM 2007. BDIM 2008 aims to continue building the community of researchers in business-driven IT management by inviting complete, original, unpublished contributions in the following, or related topic areas:

Organizing Committee

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- Claudio Bartolini (HP Labs, USA)
- Akhil Sahai (HP Labs, USA)
- Jacques Sauvé
(Federal University of Campina Grande, Brazil)

Publicity Chair:

- Carlos Becker Westphall
(Federal University of Santa Catarina, Brazil)

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- Joseph W. Weiss (Bentley College, USA)
- John Wilkes (HP Labs, USA)

Topics

Models for measuring/estimating business-IT alignment

- Models for IT faults and performance degradations
- Data mining techniques for impact model construction
- Modeling of business operations and their relationships to IT
- Modeling of business strategies and their relationships to IT
- Modeling IT risk and IT-related business risk- Software tools for Business-driven IT management
- Semantic web models for business-IT alignment

Decision support for IT Management from a business perspective

- Business-driven IT optimization problems
- Business-driven IT planning and decision-making
- IT actions to enhance/optimize business performance

Automation for IT Management from a business perspective

- Adaptive/autonomic computing from a business perspective
- Automated IT management solutions from a business perspective

Business Objectives, Processes and SLM

- Business process modeling for IT management
- Business-driven Service Level Management
- Business-driven dynamic provisioning
- Business-driven inventory management
- Business continuity management and its impact on IT
- Accounting, Billing, Chargeback and linkages to business objectives
- IT Governance, ITSM, COBIT
- Business objectives and their impact on new IT paradigms like utility/grid computing

Case studies in Business-driven IT management (in e-commerce, messaging, ...)

- E-commerce, e-business and relation to IT infrastructures
- Services infrastructures and QOS concerns (MTBF, MTTR, Response times, latency etc) that have customer impact)

Author guidelines

We are seeking submissions for full papers (10 pages on 2-columns IEEE style) and short papers presenting position statements or preliminary results on relevant work (2 pages on 2-columns IEEE style). All selected works will appear in the proceedings in an IEEE Press volume with assigned ISBN number and will also be included in the IEEE Xplore Digital Library. Submissions are to be uploaded at https://jems.sbc.org.br/noms2008_bdim2008.

