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many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service

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you should be able to:

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Understand the vision,
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organization. The audience for this Management Guide is: CIOs and other IT executive managers who would like to transform their IT organization to support end-to-end value streams. Senior leaders and executives in the business and IT responsible for how IT is organized, managed, and improved. Enterprise

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Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory

This book constitutes the thoroughly refereed proceedings of eight

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