



# Manage IT!

*Theo Thiadens*

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## **Manage IT!** Theo Thiadens

The book consists of five parts. In the first part, IT management tasks and the objects involved are discussed. The execution of these tasks has to meet functional and performance demands which are more easily met when an organization has a transparent IT architecture. The second part outlines traditional IT management. The starting point is a process-oriented functioning of the IT organization. This goes for both the IT demand organization as well as the IT supply organization. In this part, methods like BISML, ASL, ITIL, MOF, MSF, TMN and eTOM are discussed. The third part deals with controlling IT. Control is different when striving for efficiency and complying with accountants' requirements, compared to control when IT is a means to comply with customers' and/or chain partners' wishes. In the latter case, innovation of IT processes is an issue. Part four tackles, amongst other things, financial, personnel, purchasing, legal and security aspects in IT. Besides this, attention is paid to entering service agreements and achieving standardization. The book ends with a look to the future. The effects of striving for 'utility computing' and better control of IT by means of 'IT portfolio management' are explained. The book is supported by the website [www.ict-management.com](http://www.ict-management.com) where every chapter can be found in the form of a presentation. Lecturers using the book have access to suggestions with solutions for all of the 17 smaller and 8 larger cases included in the book.

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