

# 1<sup>st</sup> IEEE/IFIP International Workshop on Business Driven IT Management

(BDIM  
2006)

<http://www.businessdrivenitmanagement.org/bdim2006/>



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## Important dates

Submission deadline: Dec 30, 2005;  
Notification of acceptance: Jan 27, 2006  
Final version: Feb 10, 2006

## Author Guidelines:

Submissions should be formatted according to IEEE two-column conference guidelines and must not exceed 10 pages in length.

Information Technology (IT) management has evolved significantly over the past few years as IT-based solutions have become mission-critical to businesses. 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 the business is occurring: one now wishes to look beyond IT services to the business 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 results and vice versa; besides the conventional IT metrics such as availability and response time, it looks at 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, whether this be in an operational, tactical or strategic context.

Proceedings will be published with IEEE ISBN. Authors are invited to submit complete unpublished papers, that are not under review in any other conference or journal in the following, or related topic areas:

- Models for measuring/estimating business-IT alignment
- IT Management strategies from a business perspective
- Rethinking ITIL and COBIT processes from a business perspective
- Business impact models for IT faults and performance degradations
- Business driven IT optimization problems
- Business driven IT planning and decision-making
- Automated IT management solutions from a business perspective
- IT actions to enhance/optimize business performance
- Business process modeling for IT management
- E-commerce, e-business and relation to IT infrastructures
- Services infrastructures and QOS concerns that have customer impact (e.g. MTBF, MTTR, Response times, latency etc)
- Case studies in business driven IT management (in e-commerce, messaging, ...)
- Business driven Service Level Management
- Business driven dynamic provisioning
- Business driven inventory management
- Business continuity management and its impact on IT
- Business objectives and their impact on new IT paradigms such as utility/grid computing
- Adaptive/autonomic computing from a business perspective
- Tools for business driven IT management
- Data mining techniques for business 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
- Mechanisms for enforcing business rules and security policies

