Towards a Reuse of Product Related Concepts for Service Data Management

Abstract:
With a growing customization, automation and standardisation of IT services a systematic management of data on IT services becomes a pressing issue for researchers and practitioners alike. We propose Service Data Management as a cross-functional data view on services and their delivery. To this end we develop a first draft of an ontological model of common concepts of IT services. For simple IT services, established standards from the world of physical products may be surprisingly useful in the domain of service management.

Intellectual Contribution:
Discipline-based Research

Kongress- / Buchtitel:
Informatik 2005 - Informatik LIVE!

Kongress / Zusatzinformationen:
Bonn, Germany

Verlag / Institution:
Gesellschaft für Informatik

Jahr:
2005

Monat:
Sep

Key publication:
Nein
Peer reviewed: Ja
International: Ja
Book review: Nein
commissioned: not commissioned
Professional: Nein

Occurences: Einrichtungen > Fakultäten > Fakultät für Informatik > Lehrstühle der Informatik > Informatik 17 - Lehrstuhl für Wirtschaftsinformatik (Prof. Krcmar) > Konferenzbeiträge

entries: