BISE – Call for Papers Issue 1/2011

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IT Service Management and IT Automation – Methods and Models for Efficient IT Operations

Over the last decade IT organizations have seen a significant increase in their service management cost. Juxtaposed with fairly constant costs for the actual physical IT infrastructure, the main challenges of IT departments and data centers can only be addressed by effective processes and technologies to reduce the efforts required to manage applications and services. In the past few years, we could observe how software-as-a-service providers such as Google or Salesforce.com provide standardized services to millions of users. This is only possible due to highly automated and effective IT service operations.

The operations of traditional data centers and IT departments are different. They provide a large variety of heterogeneous applications to a comparatively small number of users. Furthermore, IT service management processes such as capacity, change, or service level management are often performed manually. Infrastructure-as-a-service providers such as Amazon EC2 have started to use virtualization technology and leverage economies of scale and IT automation, resulting in very competitive prices for service provisioning.

Up until now, little academic literature deals with effective processes for IT service operations. Compared to established areas in IS and operations management such as data engineering, production and inventory management, IT service operations management does not yet have a solid body of methods and quantitative models for the management and automation of IT service operations.

This special issue draws on research in computer science, information systems, and

operations management. We are interested in new technologies, methods, and models for effective processes and efficient resource allocation in IT service operations.

Papers that build quantitative methods and models and/or describe innovative, generalizable solutions in this area are welcome. Authors should employ a rigorous research methodology, including analytical modeling, simulation, and empirical work. Given the nature of the special issue, it is desirable for papers to demonstrate relevance to, and practicability for, IT service providers.

Contributions from research and business practice on the following (and related) topics are invited:

- Technical solutions for scalable IT solutions
 - Server and storage virtualization
 - Multitenancy
 - Parallel computing (e. g., MapReduce)
 - Cluster and grid computing
- Efficient resource allocation
 - Admission and overload control
 - Capacity management and performance modeling
 - Metering and monitoring
 - Management of virtualized IT infrastructures
- Process optimization and efficient operations
 - Change management and change request scheduling
 - Problem and incident management
 - Service portfolio management
 - Service level management
- Business models and pricing
 - Microeconomic models of cloud computing markets
 - Service pricing for infrastructure/platform/ software-as-a-service
- Case studies

Submission

Please submit papers by 2010-05-01 at the latest to Prof. Dr. Martin Bichler (bichler@in.tum.de). Please observe the instructions regarding the format and size of contributions to Business & Information Systems Engineering (BISE) / WIRTSCHAFTSINFORMATIK. Papers should not exceed 50,000 characters including spaces, minus 5,000 characters per page for illustrations. Papers should be submitted electronically in German or English language (as Word files or *.rtf documents). Detailed authors' guidelines can be downloaded via <http://www.bise-journal.org>.

All papers will be reviewed anonymously (double-blind process) by several referees with regard to relevance, originality, and research quality. In addition to the editors of the journal, including those of this special focus, distinguished national and international professionals with scientific and practical backgrounds will be involved in the review process.

Complementary articles covering topics of this special focus are also more than welcome for other sections of the journal, e. g. for BISE – State of the Art, BISE – Catchword, and BISE – Profile. Please send those articles directly to the editor-in-chief Prof. Dr. Hans Ulrich Buhl (hans-ulrich.buhl@wiwi.uni-augsburg.de).

Accepted papers will appear identically in English and German. The English-language version will appear in Business & Information Systems Engineering (BISE), the German-language version will appear in WIRTSCHAFTSINFORMATIK. Accepted papers will be translated in close cooperation with the authors and a professional team of translators.

Schedule

Submission deadline:
2010-05-01

Author notification:
2010-06-18

Completion of first revision:
2010-08-08

Author notification:
2010-10-01

Completion of a second revision
(if needed):
2010-10-31

Planned publication date of Issue 1/2011:
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