



Cloud-Service-Management: HMD - Praxis der Wirtschaftsinformatik 288 (German Edition)

Hans-Peter Fröschle (Hrsg.)

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IT-Servicemanagement in der Cloud 3.0 adressiert zukunftsweisende Entwicklungen des IT-Servicemanagements. Einerseits werden zunehmend IT-Servicemanagementaufgaben Cloudbasiert erledigt. Andererseits steigen die Anforderungen an das Management mobiler Endgeräte, die im Zweifelsfall nicht unter der alleinigen Kontrolle der IT stehen und Lösungen für Mobile Device Management erfordern. Zudem werden immer mehr IT-Services mithilfe von Cloud-basierten Infrastrukturen erbracht. Da sich durch Cloud-basierte Technologien und Infrastrukturen auch die Geschäftsmodelle der Unternehmen selbst massiv verändern, ist das IT-Servicemanagement gefordert, entsprechende Entwicklungen durch angepasste Prozesse zu unterstützen. HMD 288 greift diese Entwicklungen auf und stellt Lösungsansätze aus Theorie und Praxis für das IT-Servicemanagement der Zukunft vor.

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