About the Contributors

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Wilhelm Bauer is managing director at the Fraunhofer Institute of Industrial Engineering (IAO) as well as the Institute for Human Factors and Technology Management (IAT) of the University of Stuttgart. He received his doctoral degree in engineering from University of Stuttgart. His main research areas
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**Thomas Dressler** holds a Ph.D. in Chemistry from the Tübingen University. Dr. Dressler joined IBM Switzerland and became a member of the Chem/Pharm Computing Centre in Basel, Switzerland. After holding different positions at IBM Switzerland and IBM Germany he became a consultant of the IBM Consulting Group Germany in 1995 and specialized in IT Service Management process design and implementation. After leaving IBM Dr. Dressler held several positions in the IT consulting industry as a Senior Manager / Partner. Actually he runs his own company specializing in IT Service Management Training and Consulting.

**Konrad Ege** holds a doctoral degree and as a track record of more than 20 years experience as Consultant, Partner and Line Manager in Consulting and High-tech firms. He worked for various Spin offs of the Fraunhofer Gesellschaft, later he was for several years the German IT Leader of a Canadian High-Tech Company. Now he is again active as Consultant and working for HDP Management Consulting sharing his experience in Process, Change. General and IT Management with his Clients.

**Kerstin Gerke** is a PhD candidate at the Humboldt-University of Berlin. She is currently writing her doctoral thesis on “Continual process improvement based on reference models and process mining”. Kerstin started her scientific career with joining SAP Research CEC Dresden in July 2006 as a research associate. She participated in several international research projects dealing with business process management, information management, supply chain collaborations, and Auto-ID technologies. Before joining SAP Research she has worked as a senior SAP consultant and developer for more than a decade. Parallel to that she gave lectures at the University of Applied Sciences in Dortmund, where she holds a premium degree in economics. She spent one semester at Buffalo State College, New York.

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Matthias Goeken is junior professor for information technology management. From 1999 onwards; member of the board of editors of the Wirtschaftsinformatik (IT Management) journal; project manager for project “EiSFach” (efficiency and innovative management of faculties). Promotion on “Entwicklung von Data Warehouse Systemen. Anforderungsmanagement, Modellierung, Implementierung” (Development of Data Warehouse Systems. Requirement Management, Modelling, Implementation); awarded the promotion prize of the Philipps-University Marburg in 2005. Since August 2005 junior professor for information technology management at the Frankfurt School of Finance & Management. Since December 2005 assessor for the accreditation process of bachelor and master courses of studies with the FIBAA.

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Wolfgang Johannsen is managing director of its-okay Ltd. & Co. KG, a German based company offering educational services and consultancy in the broader context of IT-Governance and IT-Compliance. He also is a lecturer at Frankfurt School of Finance & Management. He co-authored a well-recognized book on IT-Governance (in German). Before running his own enterprise, Wolfgang Johannsen was Associate Partner at Accenture GmbH, Germany. In his work as a consultant he run strategic IT projects for financial services clients. Dr. Johannsen started his career with IBM as research staff member for computer science. He then joined Deutsche Bank where his last management position was Chief of Staff (IT/operations).

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**Heiko Klein** has been in the IT service industry for over 10 years performing a variety of operational and management roles. He has worked for a European service provider, several consulting companies and is currently in a manager position at PricewaterhouseCoopers AG, Germany. He has delivered consultancy and training to numerous organizations in the public and private sector and is a member of the German Chapter of the IT Service Management Forum (itSMF Deutschland e.V.) for many years. Heiko has published several papers in the context of IT service management. Besides service management he has gained strong experience in security management, risk management and compliance.

**Marc-Oliver Kociemba** has studied Business Information Systems in Paderborn, Germany, focussing on End User Applications and Office Systems. Afterwards he joined a medium-sized software company and was responsible for the entire development processes and basic components used in the different products and solutions offered by the company. Since 2002 he is with S&N AG, Germany, one of the leading IT partners in the financial sector for the optimization of processes and solutions. As a principal consultant he is working in large infrastructure projects in financial institutions, e.g. the re-design of the branch client infrastructure or the implementation of multi channel Output Management Systems. In addition, he is guiding the customer by performing so-called project initialisations focussing on the proper establishment of project by following a best practices approach.

**Astrid Köhler** is PMI certified Project Management Professional and IBM certified Executive Project Manager. Dr. Köhler started her working career as developer and tester and joined IBM Global Business Services (GBS) in 1997 where she moved on to project management. She became responsible for the project management of international and complex system integration projects and programmes and later on for the portfolio risk management of one of IBM GBS’ business segments. During that time she also started to work as line manager. Based on her experience of large-scale projects, risk management and business operations she became functional and line manager for delivery excellence, responsible for the GBS portfolio management in terms of portfolio health, e.g. risk management and profit monitoring and improvement. Today, she is leading a department of the GBS project management practice.

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Michel Picard graduated in 2004 as a master in computer science, Belgium. Since 2004, Michel works at Public Research Centre Henri Tudor (CRP Henri Tudor) in Luxemburg as R&D Engineer for the “Engineering and Management of ICT Processes and Services” Unit (e-MAPS). He works on projects related to the modelling and assessment of the Operational Risk Management for financial institutions (Basel II). He works also on the assessment and improvement of ITIL processes. He is an ISO/IEC 15504 competent assessor. In addition, he followed the two trainings on ITIL Service Management (SM1, SM2) to become “IT Service Manager”. He is actively involved in standardization activities in ISO JTC1 SC7 (particularly for Process Assessment and IT Service Management) and is an ISO/IEC 20000 certified auditor.

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Alain Renault is a senior R&D Engineer at Public Research Centre Henri Tudor. He is involved in projects related to process assessment & improvement, IT service management, process models and improvement for small and medium enterprises, and definition & evolution of ISO Standards. He is a board member of itSMF Luxembourg and an active member of the ISO Working Groups on IT Service Management (ISO/IEC JTC1 SC7 WG25), and on Process Assessment (ISO/IEC JTC1 SC7 WG10). Additionally he used to be an ISO project co-editor for ISO/IEC 20000-5 (Incremental conformity based on ISO/IEC 20000). Mr. Renault teaches is an instructor in professional training courses for ISO/IEC 15504 Assessor and IT Service Management.

Gerrit Tamm is professor of informatics and information systems at SRH University of Applied Science in Berlin and CEO of Asperado GmbH. After studying industrial engineering and management at the Technical University of Berlin and at the University of California Berkeley he was member of the graduate school “distributed information systems” where he received his doctoral degree on “Web-based services: supply, demand and matching” from the Humboldt- University of Berlin, graduate. He worked for 1 year as a pos doc at University St.Gallen, Switzerland. He was the executive director
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Ulrike Vauth is an Executive IT Architect at IBM, within IBM Global Business Services (GBS) in Germany. She has worked for IBM for the past 24 years and has a degree in Technical Information Technology. She started with programming, quickly moved to design and architecture work and led all kinds of application development projects as IT Architect or Business Architect in Germany, Sweden, Switzerland, US and other countries. She has full lifecycle experience in midsize to large application development including requirements management, specification, design, code, test and Go-Live. She is a member of the IBM GBS Design Authority Board and Technical Leadership Team. She is certified as an Open Group Distinguished Certified IT Architect.

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