About the Contributors

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Wolfgang Johannsen is managing partner of its-okay Ltd. & Co. KG, a Germany-based company offering educational services and consultancy in the broader context of IT Governance and IT Compliance. He also is a scientist at Technische Universitaet Darmstadt, Germany, and 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 ran strategic IT projects for financial services clients. Wolfgang 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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Michael Niemann is a researcher within the multimedia communications lab at the Technische Universitaet Darmstadt, Germany. He is a work package lead for “Service Governance” in the research project THESEUS/TEXO initiated by the Federal Ministry of Economy and Technology. His research focuses on the management of distributed workflows in service-oriented architectures, IT governance for large heterogeneous systems, and usage of semantic web technologies in operational IT governance.

Nicolas Repp has been a researcher at multimedia communications lab at the Technische Universitaet Darmstadt. His research focuses on service management, the monitoring of service quality in cross-organizational business processes, as well as software architecture management and IT Governance.

Ralf Steinmetz worked for over nine years in industrial research. Since 1996, he is head of the Multimedia Communications lab at the Technische Universitaet Darmstadt, Germany. From 1997-2001 he directed a Fraunhofer Institute. In 1999, he founded the Hessian Telemedia Technology Competence Center. His thematic focus is multimedia communications. With over 400 refereed publications he became ICC Governor (1999); was awarded as the ranking of Fellow of both, the IEEE (1999) and the ACM (2002). In 2005, as member of the Hessian technology advisory board he is appointed as the advisor for information and communications technology by the Hessian government.

Stijn Viaene is an associate professor in the Decision Sciences and Information Management Department of Katholieke Universiteit (K.U.) Leuven, Belgium, and a partner of Vlerick Leuven Gent Management School, where he chairs the Competence Center Operations and Technology Management. His research zooms in on the many managerial issues in business-ICT alignment and information systems management, with a particular interest in realizing the benefits from business intelligence systems.