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Nota di contenuto	IT Processes -- IT Strategy -- IT Services -- IT Portfolio and Project Management -- IT Reporting -- IT Governance.
Sommario/riassunto	This book focuses on the art of managing IT. A simple and robust framework is proposed to describe and to structure the essential elements of IT management. The authors pay particular attention to didactic aspects in order to facilitate the retention of models presented as well as to promote reflection on the subjects introduced. Thanks to a concentrate of good practices, each company will rapidly be in a position to build their proper IT ecosystem. Content IT Processes IT Strategy IT Services IT Portfolio and Project Management IT Reporting IT Governance Target Groups CxO (CEO, CFO, CIO) IT Architects, Project Managers, Service Managers IT Consultants Students of Informatics and Business Informatics About the Authors Dr. Lionel Pilorget held different IT management positions in the industrial and financial

sectors. His manifold responsibilities included the implementation of guidance policies and strategies as well as leading complex, strategic IT projects. Currently, he is the Head of IT at a Private Bank in Switzerland. In addition, he is a lecturer for the Master Program “Business Information Systems” at the University of Applied Sciences Northwestern Switzerland FHNW. Thomas Schell studied Informatics and specialized in the area of managing IT processes, services and organizations. Three times in his career he has reshaped classical IT organizations into customer oriented IT service providers. After 25 years in Swiss pharma and chemical industry, he is now lecturer for IT service management in universities of applied sciences in Switzerland and Germany. He supports IT organizations as consultant and trainer for best practice frameworks.
