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	Sommario/riassunto	This book describes a conceptual management system derived from the Business and Technology Relationship Model (BTRM). The BTRM describes the relationship between business and technology and provides simple definitions for service quality, alignment, agility, and governance. It explains our problems with traditional methods,

democratizes the management and governance of enterprise technologies, and is suitable for introducing process automation. This book describes in detail how the BTRM, combined with a focus on value creation and value delivery, will enable continuous change, in the context of current, emerging and future technologies. It illustrates the potential for real-time insight and control not previously considered and provides a wide range of information to plan an implementation, understand where AI can be applied, and its importance in the world of self-managing systems. The topic of this book is particularly relevant for business managers, business technologymanagers and technology service providers.