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Nota di bibliografia	Includes bibliographical references and author index.
Nota di contenuto	Keynotes -- The Italian e-Government Enterprise Architecture: A Comprehensive Introduction with Focus on the SLA Issue -- Challenges and Opportunities for Computer Science in Services Science -- Tutorials -- Predictive Algorithms and Technologies for Availability Enhancement -- Achieving and Assuring High Availability -- Enterprise System Dependability -- Optimizing Security Measures in an Intrusion Tolerant

Database System -- The Impact of Unavailability on the Effectiveness of Enterprise Information Security Technologies -- Interaction Faults Caused by Third-Party External Systems — A Case Study and Challenges -- Software Service Availability -- User-Perceived Software Service Availability Modeling with Reliability Growth -- Execution Path Profiling for OS Device Drivers: Viability and Methodology -- Analysis of a Software System with Rejuvenation, Restoration and Checkpointing -- Service Availability Platform -- A Platform for Cooperative Server Backups Based on Virtual Machines -- Platform Management with SA Forum and Its Role to Achieve High Availability -- Automatic Generation of AMF Compliant Configurations -- Service Dependability Analysis -- Dependability Evaluation of a Replication Service for Mobile Applications in Dynamic Ad-Hoc Networks -- Ten Fallacies of Availability and Reliability Analysis -- Analytical Availability Assessment of IT Services.
