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Concurrent Service Level Parameters with Multidimensional Trees -- Monitoring and Analysis Tools -- A Performance-Based Methodology to Improve Grid Exploitation -- One Is Not Enough: A Hybrid Approach for IT Change Planning -- Improving IT Change Management Processes with Automated Risk Assessment -- Autonomic and Self-management -- A2A: An Architecture for Autonomic Management Coordination -- Consistency of States of Management Data in P2P-Based Autonomic Network Management -- Self-optimizing Hybrid Routing in Publish/Subscribe Systems -- People in IT and Decision Support for IT Management -- Workload Management in Dynamic IT Service Delivery Organizations -- ChangeAdvisor: A Solution to Support Alignment of IT Change Design with Business Objectives/Constraints -- Towards Robust IT Service Portfolio Management -- Security and Virtualization -- Hidden Markov Model Modeling of SSH Brute-Force Attacks -- Network Virtualization in Future Home Environments.

| Sommario/riassunto | This book constitutes the refereed proceedings of the 20th IFIP/IEEE International Workshop on Distributed Systems: Operations and Management, DSOM 2009, held in Venice, Italy, on October 27-28, 2009, as part of the 5th International Week on Management of Networks and Services, Manweek 2009. The 14 revised full papers presented were carefully reviewed and selected from 50 submissions. The papers are organized in topical sections on monitoring and analysis tools, service management, autonomic and self-management, and security and virtualization. |